IP Access International

IP Access International
PROVIDING *Internet Voice Data* over *Satellite* to Businesses EVERYWHERE

866-510-7889

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Thanks for visiting IP Access.

May we answer any questions?

CHAT ▶▶

Have Questions?

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Welcome to IP Access International

IP Access International is a **global business satellite Internet provider** of voice, data, Internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our **commercial satellite** services include **broadband Internet access**, **2 way satellite Internet**, plus **high speed Internet via satellite.**

With advanced commercial satellite communications on land and sea via a sophisticated infrastructure of linked satellites and land networks, IP Access International provides businesses with multi-network communications all through a single source provider.

We create and deliver best-fit satellite connectivity solutions anywhere in the world.

First Responder Connectivity

Ask about our low-cost monthly plans and pay-as-you-use options for rapid deployment of our **first responder** satellite Internet provider services featuring communications, emergency response solutions, mobile command vehicles and more.

Learn More >>

NEWS & EVENTS:

IP Access International Partners with Epoch Universal to Enhance Mobile VoIP Communications -Mobile satellite leader expands first responder & emergency communications with Cisco solutions designed and implemented by Epoch Universal. The partnership delivers fully integrated services for mobile interoperability communications in the event of an emergency, disaster or other cause for terrestrial outages.

IP Access International Equips City of Irvine with Mobile Interoperability Communications Vehicle - Leading commercial satellite provider supports essential mobile satellite communications deployment of a fully automatic satellite, modem and networking services on the new state of the art communications vehicle.

IP Access International Joins Colorado Mining Association -Mobile satellite leader has become a member of the Colorado Mining Association (CMA). CMA's 650 members include the producers of coal, metals, agricultural and industrial minerals throughout Colorado and the West.

View All IPA Press Releases & Upcoming Events >>

What Customers Are Saying:
"We can save lives because IP Access International gave us the ability to communicate wherever we need to be for our rescue operations."

First Responders	Mining	Oil and Gas	Business Continuity	Mobile Satellite Vehicles
IPA first responder solutions allow fast, effective response to emergency situations. First Responder satellite service is a convenient portable solution that allows you to establish an uplink at a moment's notice. You get full connectivity so that emergency response teams can have 100% reliable communications no matter where they are located. **>>**	IPA mining communications solutions are designed as a primary full-time solution or for backup communications to ensure business continuity. The solution delivers the connectivity and enhanced service offerings that provide mining companies with the confidence and ability to maintain business operations safely and securely for their operations worldwide. **>>** < TD>	IPA oil and gas solutions enable connectivity to the operations of remote locations, providing a broad range of broadband Internet access and satellite communication services - from the normal, daily business operations of keeping individual sites communicating with corporate offices or other remote sites, or for emergency response services and disaster recovery implementation. **>>** < TD>	IPA business continuity solutions enable businesses to cost effectively install secondary links to ensure business continuity. In the case where primary and secondary links follow the same cable path, leaving them vulnerable to possible line breaks, IPA's solution ensures seamless operations. **>>**	IPA mobile satellite communications solutions provide a broad range of business broadband satellite services that enable users to access the Internet, and extend corporate IT networks from any mobile satellite environment. These solutions integrate voice, video and high-speed data commercial satellite communications to control routine and emergency business operations no matter where they are located. **>>** < TD>

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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> Occasional Use
> Satellite Coverage Maps

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SERVICES

IP Access International provides world class **Satellite Internet Services** anywhere, anytime. Your business can take advantage of integrated broadband Internet access for voice, video and data solutions. Providing **high speed Internet via satellite** with fixed or mobile satellite technology on both short term and long term basis or for occasional use purposes. Our sophisticated infrastructure of satellites and land networks, provide multi-network communications ideal for satellite internet services all through a single service provider to you.

We offer **broadband Internet access** and **satellite internet services** for international and domestic connectivity solutions. Our services cater to mobile satellite, fixed satellite and semi-permanent or occasional use requirements, with flexible service plans that include equipment, installation and recurring or temporary commercial satellite airtime.

IP Access International's **satellite internet services** are quick to deploy, highly reliable, easy to expand, low maintenance and offer the most cost-efficient and scaleable solution for geographically dispersed users. Such commercial satellite solutions are employed by corporate enterprises of all sizes and spanning every industry.

Fixed Satellite

Broadband Internet Access and **commercial satellite** services that offer a cost-effective, secure and reliable solution for **high-speed Internet via satellite** connectivity in remote areas where phone, Internet and data services are unavailable.
- Full Time
- Seasonal
- On-Demand

Mobile Satellite

Mobile satellite communications that handle all of your short-term, quick-deploy communication needs. Our "quick deploy" **commercial satellite** service allow you to establish an uplink at a moments notice.
- Full Time
- Seasonal
- On Demand

Occasional Use

Economical **commercial satellite** services that allow you to fully establish communications at a moments notice.
- First Responder
- Business Continuity
- Video Streaming by day/hour
- Video Conferencing

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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SERVICES: FIXED SATELLITE

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Commercial satellite solutions such as fixed satellite services, broadband internet access or emergency satellite Internet solutions allow data exchange and high speed connections to your corporate VPN, without compromising ease of access or security. IP Access International's high speed satellite Internet service offers solutions for full time, seasonal or occasional use.

By leveraging IP Access International's fixed commercial satellite services, your organization can stay connected with our reliable, scalable and easily deployed **high speed satellite Internet services**. Regardless of geographic location or number of remote offices, IP Access International offers the most cost-efficient commercial satellite solutions for every industry. With our fixed satellite services, **emergency satellite Internet** requirements are accessible anytime anywhere.

Full Time Satellite Services

High speed satellite Internet service with one of the most reliable connectivity solutions available today, ensures full time commercial satellite services so your enterprise can communicate anywhere, anytime.

Providing fixed broadband internet access with affordable plans, keeps corporate offices communicating with branch offices and isolated facilities wherever they exist.

In addition, IP Access International offers shared services plus high end dedicated single customer per carrier (SCPC) satellite links. Whatever your situation requires, our **commercial satellite** solutions provide affordable, reliable and high speed satellite Internet services.

Seasonal Satellite Services

First responder including emergency satellite Internet services benefit disaster planners and corporate enterprises of every size with seasonal satellite connectivity services. Meet the most stringent **emergency satellite Internet** communication challenges. Ensure your business can recover from a disaster or unexpected event and resume business operations quickly and affordably, with IP Access International's **emergency satellite Internet** solutions.

Seasonal satellite services provide economical solutions for purchasing bandwidth, establishing voice connections and other communications links to the outside world. Ideal for temporary requirements such as during hurricane or flood seasons, seasonal **commercial satellite** services provide reliable communications. IP Access International also provides additional bandwidth when required for high volume periods, allowing commercial satellite customers to maintain an affordable plan for the majority of time requiring low volume usage.

Through an innovative and convenient billing process, you can protect your business from high monthly flat rate fees and buy "always-on" bandwidth that is easy on your budget and ready to use at a moment's notice.

On-Demand

We make it easy for you to obtain affordable global commercial satellite communications on demand. We offer advanced **high speed Internet via satellite** to land and sea via our sophistical infrastructure of linked satellite and land networks, multi-network communications, all through a single source to you.

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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▶ **Mobile Satellite**

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Mobile satellite internet services provided by IP Access International enable users to communicate instantly extending corporate IT networks to mobile environments. Ideal for First responder essential communications, our high speed Internet via satellite results in fast, effective and reliable solutions. With access to globally positioned earth stations, IP Access International offers **mobile satellite internet** and business satellite Internet solutions integrating voice, video and high speed Internet via satellite data communications. Maintain complete control of your business and routine operations from anywhere with IP Access International **business satellite Internet** solutions.

Full Time Satellite Services
Mobile Satellite Internet with IP Access International means reliable connectivity solutions. Establish full time **business satellite internet** services so your enterprise can communicate anywhere, anytime.

Our **mobile satellite internet** services provide affordable plans keeping corporate offices connected with remote sites, branch offices and isolated facilities regardless of location. IP Access International offers shared Business Satellite Internet services plus high end dedicated single customer per carrier (SCPC) satellite links.

First Responder | Seasonal Satellite Services
First responder including emergency satellite Internet services benefit disaster planners and corporate enterprises of every size with seasonal satellite connectivity services. Meet the most stringent **First responder** communication challenges. Ensure your business can recover from a disaster or unexpected event and resume business operations quickly and affordably, with IP Access International's **First responder** solutions.

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Through an innovative and convenient billing process, you can protect your business from high monthly flat rate fees and buy always-on bandwidth that is easy on your budget and ready to use at a moment's notice.

On-Demand
We make it easy for you to obtain affordable global business satellite Internet communications on demand. We offer advanced **mobile satellite internet** solutions to land and sea via our sophisticated infrastructure of linked satellite and land networks, multi-network communications, all through a single source to you.

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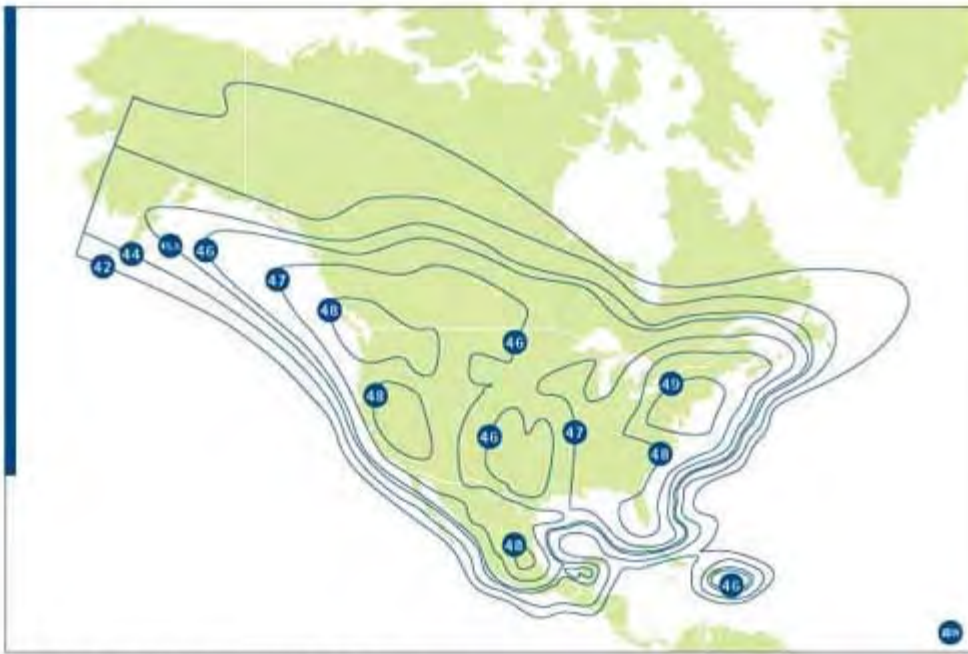Forestry — Learn More>>
Agriculture — Learn More>>

Most likely your enterprise already has reliable broadband Internet access through landlines, but even those lines can go down from time to time, especially in the event of a disaster. IP Access International can provide your business with an autonomous back-up and **emergency satellite Internet** solutions, guaranteed on net 24/7. In addition, we offer convenient pricing plans with minimal monthly fees, set up to bill only when the network is used.

Our Occasional Use plans provide you the flexibility to have **emergency satellite internet** and **first responder** solutions on tap when and where you need them. If you only need commercial satellite communications for specific periods of time we can set up your satellite connectivity so that you re ready to go in minutes.

First Responder

First responder solutions allow fast, effective response to emergency situations. IP Access International's **First responder** satellite services get you up and running with high speed satellite Internet service for voice, video, and data systems anywhere in the world. Regardless of location or access to traditional communications, support response teams can establish and maintain communications within minutes.

Our **First Responder** satellite service is a convenient portable solution that allows you to establish an uplink at a moment's notice. You get full connectivity so that emergency response teams can have 100% reliable communications no matter where they are located.

First Responder Service is Ideal For:

- Emergency Response Teams
- Mobile Medical Vehicles
- Natural Disaster Relief
- Municipal Rescue & Responders
- Terrorist Attack Response
- Local State & Emergency Agencies
- Homeland Security
- Police, Fire Department or Hazmat Support

Video Streaming by day/hour

IP Access International **commercial satellite** customers benefit from a variety of IP video solutions for high-quality communications, collaboration and learning. For real-time demands, we can configure videoconferencing solutions that effectively eliminate the barriers of time, distance, and resources; permitting broadband Internet access for people around the world to function as if they were in the same room.

We customize commercial satellite solutions for your organization by developing a flexible platform for streaming media and caching web content to accelerate web applications. For turnkey live and on-demand streaming by day or by hour, we can build a video solution for temporary or permanent service.

TODOCAST
See our PayPerView streaming product Todocast.

Business Continuity

No longer is it cost-prohibitive to install secondary links to ensure business continuity. In the case where your primary and secondary links follow the same cable path, leaving them vulnerable to possible line breaks, IP Access International's Business Continuity Service ensures that you always stay on net. When the primary service provider or a circuit fails, we'll set it up so that your router uses the satellite link as its default gateway. IP Access **commercial satellite** Business Continuity Solutions include:

- Permanent backup connectivity
- Service restoration within minutes of disaster/backup activation
- Stability of business critical systems that are crucial to productivity
- Proactive 24/7 monitoring ensures solution is always on net
- Rapid installation and low monthly and seasonal fees so that you pay only for bandwidth used

Video Conferencing

IP Access International makes it possible to utilize innovative video applications throughout your enterprise, allowing you to reduce bandwidth requirements and efficiently distribute valuable enterprise content.

You can safely deliver live and scheduled online learning, video broadcasts and executive communications across your enterprise using, the latest in encoding technologies available.

- Store content locally at each of your locations and view material on-demand
- Synchronize and update all locations instantly
- Deliver content via satellite quickly and cost effectively without using your existing network
- Include built in encryption and authorization controls; set privileges and authorization to locations, groups of locations, or even individual desktops for viewing video communications
- Proactively monitor video feeds

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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▶ Network Monitoring

▶ **Satellite Coverage Maps**

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IP Access International covers over 85% of the world's population, providing the **benefits of satellite Internet** communications to all the places you need. Click below to view our worldwide **Business Satellite Internet**, fiber and undersea cable coverage areas for **commercial satellite** solutions.

Americas:
Galaxy XI North America Ku band
GXR Horizontal Uplink Vertical Downlink Ku band
Horizons 1 Ku band
SAT Mex 5 Ku band
PAS 1R uplink U.S/Latin America Horizontal Beam C band

Europe, Africa, Middle East:
AMC-12 Europe Africa Hemi Beam C band
NSS-6 Middle East
PAS 1R downlink Europe/Africa Horizontal Beam: C band
PAS 1R Europe/North Africa Horizontal Beam: Ku band
PAS 4 Middle East Europe North Africa Ku band
PAS 10 Middle East/Europe Vertical Beam: Ku band
Telstar 10 C-Band

Asia Pacific Rim
Telstar 10 C-Band

Data Centers
View worldwide data centers and teleports.

Undersea Cable
View worldwide undersea fiber coverage.

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Galaxy XI North America Ku band

PanAmSat.

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HORIZONTAL BEAM
Ku-Band

PanAmSat.

VERTICAL BEAM
Ku-Band

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BEAM	A	B	C	D	E	F	G
dBW	50	49	48	46	44	42	40

Horizons 1 Ku band

PanAmSat.

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SAT Mex 5 Ku band

PanAmSat.

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PAS 1R uplink U.S/Latin America Horizontal Beam C band

PanAmSat.

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> Data Solutions
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IP Access International's **Business Satellite Internet** solutions meet the complex demands that come with configuring and managing voice, video, and data applications at single and multiple locations around the world. Our broadband Internet access and **high speed satellite Internet Service** plans include **broadband Internet access**, 2 way satellite Internet, voice over satellite, satellite VPNs, video plus data via satellite.

Whether your organization needs global **business satellite Internet** connectivity, extended corporate networks, business television, connectivity backup, **2 way satellite Internet** or remote IP solutions, we can deliver a solution that will enhance your ability to clearly and affordably communicate anywhere, anytime.

Consider IP Access International your unified resource for developing, deploying, and maintaining your enterprise data, voice, and broadcast video services for your headquarters, branches, remote sites, or offshore offices. For permanent and temporary needs we bring high speed satellite Internet service by leveraging our collaborative partner relationships with the world's leading suppliers of networking products and services to save your business time and money. Our vendor neutral position ensures that we always keep your business and budgetary interests in the forefront of our objectives.

- Industry Solutions
- Connectivity Solutions
- Data Solutions

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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Internet satellite with IP Access International includes broadband Internet access and commercial satellite services with flexible solutions for any kind of communications configuration in both fixed and mobile environments.

If your business communications require Internet satellite, broadband Internet access combined with voice, video and other data applications, or if you just need limited, short term commercial satellite connectivity, we can provide a custom fit service plan to handle your Internet satellite usage and reach requirements.

IP Access International provides short and long term **commercial satellite** solutions custom configured for:

- Mining
- Construction
- Forestry
- Oil & Gas
- Energy
- Telemedicine
- Mobile Satellite Vehicles
- Agriculture

Flexible service Plans include:

- Low cost **commercial satellite** setup, low monthly fees, per megabit/per minute billing
- No bandwidth reservations required
- Short term connectivity (as little as 15 minutes to 3 months in a single locations)
- Quick Deployments - configured to work in as little as 5 minutes
- broadband Internet access over Internet satellite
- Voice, video and data over **Internet satellite**
- Satellite VPNs

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Business Satellite Internet | Emergency Satellite Internet | Commercial Satellite

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Customers in the mining industry look to IP Access International for a broad range of **commercial satellite** services - from the normal, daily business operations of keeping individual sites communicating with corporate offices or other remote mine sites, or for emergency satellite Internet for response services and disaster recovery implementation. Regardless of the application, we deliver best in class satellite service.

For businesses that operate in remote locations, where severe weather and terrestrial facilities are a challenge or non existent, IP Access International provides reliable **business satellite Internet** services so that they can conduct operations and easily communicate.

Customers in the most remote locations in the world can get reliable and secure Internet, voice, data and video services. IP Access international supports field-to-office, field-to-field and office-to-field communications, combining voice, video and data communications into one integrated IP based commercial satellite .

IP Access International customers get dependable solutions no matter what industry they work in. With our expertise in **commercial satellite** systems you get control of your communications and a cost effective solution that is scaled to your business needs.

Satellite Features for the Mining Industry:

- Broadband Internet access over satellite
- Voice, Video and Data over Satellite
- Field-to-office, field-to-field and office-to-field communications
- Flexible plans   only pay for bandwidth when used
- High speed, multi megabit connections
- Quick deploy communications for disaster recovery situations
- Monitor equipment at isolated sites from remote locations
- Extend corporate networks and be completely interoperable with landline networks

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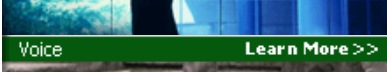Mobile Satellite — Learn More >>

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Commercial satellite customers in Construction and Engineering look to IP Access International for a broad range of **business satellite Internet** communication services - from the normal, day-to-day business operations to new site developments and one-off engineering sites. Regardless of the application, we deliver best in class satellite service.

For businesses that operate in remote locations, where telephone facilities and connectivity options are a challenge or non existent, IP Access International provides reliable **2 way satellite Internet** communication services so that they can conduct operations and easily communicate.

IP Access international supports field-to-office, field-to-field and office-to-field communications, combining voice, video and data communications into one integrated IP based **commercial satellite**.

IP Access International **commercial satellite** customers get dependable solutions no matter what industry they work in. With our expertise in **2 way satellite Internet** systems you get control of your communications and a cost effective solution that is scaled to your business needs.

Features for Construction & Engineering Companies

- Broadband Internet access over satellite
- Voice, Video and Data over Satellite
- Field-to-office, field-to-field and office-to-field communications
- Flexible plans   only pay for bandwidth when used
- High speed, multi megabit connections
- Quick deploy communications for new site development
- Transfer data from isolated sites and remote locations back to home office
- Extend corporate networks and be completely interoperable with landline networks

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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Commercial satellite customers in the Forestry and Municipal Services industries look to IP Access International for a broad range of business satellite Internet communication services - from the normal, daily business operations or for **emergency satellite Internet** and emergency response services and disaster recovery implementation. Regardless of the application, we deliver best in class **commercial satellite** service.

For businesses that operate in remote locations, where severe weather conditions and terrestrial facilities are a challenge or non existent, IP Access International provides reliable **business satellite Internet** communications services so that they can conduct operations and easily communicate.

Get reliable and secure Internet, voice, data and video services, no matter where you need it deployed. IP Access international supports all levels of field and office communications, combining voice, video and data communications into one integrated IP-based satellite network.

IP Access International customers get dependable solutions no matter what industry they work in. With our expertise in commercial satellite systems you get control of your communications and a cost effective solution that is scaled to your business needs.

Features for the Forestry Industry

- Broadband Internet access over satellite with a push of a button
- Voice, data, & video anywhere your rescue vehicles or response teams go
- Move, relocate and establish connectivity at moments notice
- Quick push-button auto acquire capabilities   no technician needed
- Flexible plans   only pay for bandwidth when used
- High speed multi megabit connections

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Commercial satellite customers in the Oil and Gas industry look to IP Access International for a broad range of broadband Internet access and **Internet Satellite** communication services - from the normal, daily business operations of keeping individual sites communicating with corporate offices or other remote sites, or for emergency response services and disaster recovery implementation. Regardless of the application, we deliver best in class commercial satellite service.

For businesses that operate in remote locations, where severe weather and terrestrial facilities are a challenge or non existent, IP Access International provides reliable **broadband Internet access** communications services so that they can conduct operations and easily communicate.

Internet Satellite customers in the most remote locations in the world can get reliable and secure Internet, voice, data and video services. IP Access international supports field-to-office, field-to-field and office-to-field communications, combining voice, video and data communications into one integrated IP-based **commercial satellite** network.

IP Access International customers get dependable solutions no matter what industry they work in. With our expertise in satellite systems you get control of your communications and a cost effective solution that is scaled to your business needs.

Features for the Oil & Gas Industry:

- Broadband Internet access over satellite
- Voice, Video and Data over Satellite
- Field-to-office, field-to-field and office-to-field communications
- Flexible plans   only pay for bandwidth when used
- High speed, multi megabit connections
- Quick deploy communications for new site development
- Transfer data from isolated sites and remote locations back to home office
- Extend corporate networks and be completely interoperable with landline networks

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> Connectivity Solutions
> Data Solutions
> Global Solutions

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Broadband Satellite Internet customers in the Energy, Power and other critical infrastructure industries look to IP Access International for a broad range of commercial satellite communication services - from the normal, daily business operations of keeping individual sites communicating with corporate offices or other remote sites, or for first responder services and disaster recovery implementation. Regardless of the application, we deliver best in class **commercial satellite** service.

For businesses that operate in remote locations, where severe weather and terrestrial facilities are a challenge or non existent, IP Access International provides reliable communications services so that they can conduct operations and seamlessly communicate.

Broadband Satellite Internet customers in the most remote locations in the world can get reliable and secure Internet, voice, data and video services. IP Access international supports field-to-office, field-to-field and office-to-field communications, combining voice, video and data communications into one integrated IP-based commercial satellite network.

IP Access International customers get dependable solutions no matter what industry they work in. With our expertise in **commercial satellite** systems you get control of your communications and a cost effective solution that is scaled to your business needs.

Features for the Energy, Power and Critical Infrastructure Industries

- Broadband Internet access over satellite
- Voice, Video and Data over Satellite
- Field-to-office, field-to-field and office-to-field communications
- Flexible plans   only pay for bandwidth when used
- High speed, multi megabit connections
- Quick deploy communications for new site development
- Transfer data from isolated sites and remote locations back to home office
- Extend corporate networks and be completely interoperable with landline networks

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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Advances in medical technology move faster than what is sometimes affordable for the Health Industry to grasp onto. Therefore, it is critical that they receive a measurable return on their investments when adopting new technologies. IP Access International provides **high speed Internet via satellite** enabling emergency satellite Internet solutions such as first responder services to be readily available to commercial satellite customers.

Customers in the medical industry look to IP Access International for a broad range of **commercial satellite** communication services - from the normal, daily business operations of keeping hospitals communicating with medical offices, or medical vehicles communicating with hospitals or other medical facilities, or for emergency satellite Internet for first responder communications. Regardless of the application, we deliver best in class satellite service.

IP Access International customers get dependable solutions no matter what industry they work in. With our expertise in commercial satellite systems you get control of your communications and a cost effective solution that is scaled to your business needs.

Features for the Medical Industry

- Mobile medical vehicles can fully operate and communicate externally
- No bandwidth reservations required, use as much as needed
- Short term connectivity (as little as 15 minutes to 3 months in a single locations)
- Quick Deployments & setup - configured to work in as little as 5 minutes
- Broadband Internet access over satellite
- Voice, video and data over Satellite
- High speed transmission of patient and medical data

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One of IP Access International s largest areas of success has been in the **mobile satellite** communications arena. For mobile situations customers look to IP Access International for a broad range of business broadband satellite services that enable users to transfer information instantly, access the Internet, and extend corporate IT networks from any **mobile satellite** environment. With access to multiple satellite networks and globally positioned earth stations, IP Access International creates solutions that integrate voice, video and high-speed data commercial satellite communications so that you can control routine and emergency business operations no matter where you need to be.

Customers in the most remote locations in the world can get reliable and secure **mobile satellite internet**, voice, data and video services. IP Access international supports field-to-office, field-to-field and office-to-field communications, combining voice, video and data communications into one integrated IP-based satellite network.

IP Access International **mobile satellite** customers get dependable solutions no matter what industry they work in. With our expertise in satellite systems you get control of your communications and a cost effective solution that is scaled to your business needs.

Mobile Satellite Features:

- Excellent solutions for emergency management and first response teams
- Highly effective across multiple industries where locations and sites vary
- Satellite communications for special events, live video feeds, and multicasting available
- Business Broadband Internet over satellite with a push of a button
- Quality voice, data, & video anywhere a vehicle goes
- Move, relocate and establish connectivity at moments notice
- Quick push-button auto acquire capabilities   no technician needed
- Flexible plans   only pay for bandwidth when used
- High speed multi megabit connections

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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Farming and Agricultural business around the world integrate technology into their daily operations. **Commercial Satellite** enables the ability to communicate globally and transfer valuable data regarding harvest yields, environmental variables, inventory and distribution, while adhering to sophisticated health and safety regulations and standards.

IP Access International offers Farming and Agricultural businesses a broad range of **2 Way Satellite Internet** services that enable users to transfer information instantly, with broadband Internet access extending corporate IT networks from any environment. With access to multiple commercial satellite networks and globally positioned earth stations, IP Access International creates solutions that integrate voice, video and high-speed 2 way satellite Internet communications so they can control routine and emerging business operations not matter where they are located.

Features for Agriculture:

- Real-time communications for field operations
- Broadband Internet access over satellite
- Voice, Video and Data over Satellite
- Flexible service plans
- High speed, multi megabit connections
- Quick deploy communications for new site development
- Transfer data from isolated sites and remote locations back to home office
- Extend corporate networks and be completely interoperable with landline networks

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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With IP Access International, you can experience the **benefits of satellite Internet** with our top of the line business satellite Internet connectivity solutions. Communicate anywhere anytime via Internet, phones, faxes with our commercial satellite solutions.

Benefits of Satellite Internet include:

- Anywhere, anytime **business satellite Internet** connections
- Field office connectivity
- Remote office connectivity
- 2-way high speed **commercial satellite** solutions
- Complete design and development of Global WANs
- Undersea cable and fiber integrated solutions
- Long haul solutions
- Equipment provisioning and leasing options
- Flexible pricing and flexible billing plans
- Responsive 24/7 network support

Internet/Data

IP Access International's commercial satellite services provide a multitude of **benefits of satellite Internet** including fast, efficient, managed solutions for global Wide Area Networks (WANs). We provide seamless, reliable, high quality commercial satellite and fiber communications services throughout the world to help reduce management load, total bandwidth requirements, and expenses. Our integrated **business satellite Internet** solutions are designed to fit into your existing infrastructure with consideration to future scalability needs. Whether it's a single remote site requiring integration into an operating network, or full design and deployment of new network requirements, our experienced technical staff will ensure you experience the **benefits of satellite Internet** to the fullest with our **commercial satellite** solutions.

Voice/Fax

If your business satellite Internet needs require communicating to geographically remote areas without infrastructure or antiquated telecom systems, we can provide commercial satellite access that connects you via the Internet to any phone in the world. Combining high quality Internet and voice services can considerably reduce your existing phone costs and allows you to leverage your existing bandwidth investments, providing you flexible benefits of satellite Internet.

Our commitment to operational excellence and customer service ensures that your enterprise can always effectively communicate in all the necessary places. We work with you to develop a custom voice solution to enable all of your worldwide offices to communicate as if they are in the same room.

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Commercial satellite customers looking for iDirect service can look to IP Access International for the very best in **high speed satellite internet service**. Connecting multiple locations and across a global commercial satellite network is manageable and economical with IP Access International's high speed satellite internet service. If iDirect services leave you searching for better **commercial satellite** solutions, look no further. We provide your organization with all the benefits of **high speed satellite internet service** from a single worldwide carrier as well as the value and performance of selecting your networks based on un-biased selection criterion for the appropriate application.

We utilize the industry's best commercial satellite technologies to fit your business, performance, and price objectives. These objectives are fulfilled by assembling numerous technologies within our product arsenal including:

- **Managed Data Services**
- Terrestrial Circuits
- Video
- VPNs
- Business Television
- Corporate TV
- Field Office Training
- Video On Demand
- Digital Signage

Managed Data Services

High speed satellite internet service with IP Access International represents a combination of 24/7/365 support center manned with engineers and support personnel plus partnerships with over 85 companies and carriers worldwide. We take care of managing leased networks, so your internal resources can focus on other issues that are core to your business.

Our Managed Data Services Include:

- High speed **2 way satellite Internet**
- Configurable bandwidths for upstream and downstream
- 99.999% Network Availability Guarantee
- 24x7 Proactive Network Monitoring
- Hosting capabilities for web servers, content servers, etc.
- Flexible Payment Plans

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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At IP Access International, we understand the complexity of connecting multiple locations throughout the world and managing a business satellite Internet network. We provide your organization with all the benefits of **high speed satellite Internet service** from a single worldwide carrier as well as the value and performance of selecting your networks based on un-biased selection criterion for the appropriate application. We utilize the industry's best **business satellite Internet** technologies to fit your business, performance, and price objectives. These objectives are fulfilled by assembling numerous technologies within our product arsenal including:

- Managed Data Services
- **Terrestrial Circuits**
- Video
- VPNs
- Business Television
- Corporate TV
- Field Office Training
- Video On Demand
- Digital Signage

Terrestrial Circuits

Imagine having all your fiber network solutions handled for you under one managed service. For terrestrial circuits IP Access International offers a single network operations center to manage complex networks involving multiple carriers, countries, and circuit technologies. IP Access International's 24/7/365 support a center manned with engineers and support personal are ready to take care of managing your complex global infrastructures. IP Access International's Data Services organization manages data and business satellite Internet connectivity across the globe for corporate and carrier requirements.

Terrestrial services include:

- Management of metro-fiber (using IPO's Global Wholesale Agreement)
- IP Transport or Internet backbones services (over T-1, E1, DS3, E3, OCx, and broadband fiber)
- Local loop requirements connecting regional and offices

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At IP Access International, we understand the complexity of connecting multiple locations throughout the world and managing an enterprise network. We provide your organization with all the benefits of **high speed Internet via satellite** by working with a single worldwide carrier as well as the value and performance of selecting your networks based on un-biased selection criterion for the appropriate application. We utilize the industry's best 2 way satellite Internet technologies for commercial satellite customers to fit your business, performance, and price objectives. These objectives are fulfilled by assembling numerous technologies within our product arsenal including:

- Managed Data Services
- Terrestrial Circuits
- **Video**
- VPNs
- Business Television
- Corporate TV
- Field Office Training
- Video On Demand
- Digital Signage

Video

IP Access International **commercial satellite** customers benefit from a variety of IP video solutions for high-quality communications, collaboration and learning. For real-time demands, we can configure videoconferencing solutions that effectively eliminate the barriers of time, distance, and resources; providing high speed Internet via satellite enabling people around the world to function as if they were in the same room.

IP Access International makes it possible to utilize innovative video applications throughout your enterprise, allowing you to reduce bandwidth requirements and efficiently distribute valuable enterprise content.

You can safely deliver live and scheduled online learning, video broadcasts and executive communications across your enterprise using, the latest in encoding technologies available.

- Store content locally at each of your locations and view material on-demand
- Synchronize and update all locations instantly
- Deliver content via satellite quickly and cost effectively without using your existing network
- Include built in encryption and authorization controls; set privileges and authorization to locations, groups of locations, or even individual desktops for viewing video communications
- Proactively monitor video feeds

With IP Access International, **2 Way Satellite Internet** for **commercial satellite** customers integrates voice, data plus video solutions utilizing the best **High Speed Internet via Satellite**.
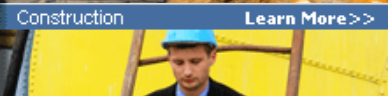
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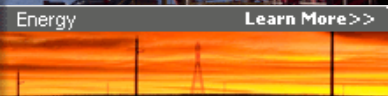Mobile Satellite Vehicles — Learn More >>
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SOLUTIONS: DATA

At IP Access International, we understand the complexity of connecting multiple locations throughout the world and managing a **commercial satellite** network. We provide your organization with all the benefits of high speed satellite Internet service from a single worldwide carrier as well as the value and performance of selecting your networks based on un-biased selection criterion for the appropriate application. We utilize the industry's best commercial satellite technologies to fit your business, performance, and price objectives. These objectives are fulfilled by assembling numerous technologies within our product arsenal including:

- Managed Data Services
- Terrestrial Circuits
- Video
- **VPNs**
- Business Television
- Corporate TV
- Field Office Training
- Video On Demand
- Digital Signage

VPNs

Reduce the load on your costly internal WAN networks by adding robust Internet feeds and leveraging the Internet for corporate VPN solutions.

We provide a fully a managed service to address your enterprise level needs for private networking connectivity and security.

Consider us your Virtual Network Operator. We automate the complex process of configuring and managing VPNs ensuring the integrity of your network and fast deployment. We can build cost-effective platforms to run bandwidth-intensive, demanding applications securely over the Internet without sacrificing the performance and reliability associated with private network solutions. Without tying up your valuable IT resources, our staff proactively monitors and manages your VPN on a 24X7 basis.

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PRODUCTS: SATELLITE

▾ **Satellite**
Fiber & Undersea Cable
Uplink Facilities
Virtual Network Operators (VNOs)

▸ Internet/VPNs

▸ Voice

▸ Video

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IP Access International offers flexible **2 way satellite Internet** service plans with always-on high speed connections. As the demand for **broadband Internet access** increases, business satellite Internet connectivity solutions must provide optimum service levels.

We can connect you directly to the Internet backbone with both upstream and downstream bandwidth so that you can communicate anywhere you want via **2 way satellite Internet**. You can easily add voice services to your business satellite Internet connections too.

Our multi-home **2 way satellite Internet** connections with high TCP/IP throughputs, combined with rapid bandwidth allocation provide the ultimate in broadband Internet access with reliable email connections via direct **2 way satellite Internet** transmissions.

- Multi-network connections through a single source provider to you
- Broadband Internet access transmissions to domestic and International satellites
- Continuous and Occasional Use service plans
- Voice, VoIP, SCPC and Internet transmission for point-to-point and multi-point satellite systems
- Integrates with terrestrial based networks
- Remote Internet connections
- High speed **2 way satellite Internet**
- Proactively monitored network to guarantee connectivity
- Fiber and Undersea Cable
- Uplink Facilities
- Virtual Network Operators (VNOs)

To learn more about the best business satellite Internet connectivity solutions available, contact a sales representative today.

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PRODUCTS: SATELLITE UPLINK FACILITIES

As your global partner for commercial satellite, IP Access International operates out of the world s premier teleports. Through the elaborate infrastructure of worldwide facilities and the ability to leverage our volume buying power, we will effectively negotiate solutions to your best advantage for services such as:

- Collocation
- Uplink services
- Fiber interconnect
- PAD rental for your own private antenna

The facilities where IP Access International operates are completely redundant and offer the highest level of security in the industry. We extend our multi-homed Tier 1 business satellite Internet backbone to allow for dedicated links and the fastest switched Internet feeds and Voice termination possible. IP Access International's global NOC's also provide first and second tier support for all of you circuits and collocated equipment.

Satellite
Fiber & Undersea Cable
Uplink Facilities
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▶ Internet/VPNs

▶ Voice

▶ Video

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Having a shared hub or Virtual Network Operator (VNO) enables you to effectively manage all of your Service Level Agreements (SLA's) and Quality of Service (QoS) contracts. With IP Access International acting as your VNO, we coordinate and manage all offices without the expense and inefficiencies of SCPC, while taking advantage of TDMA to allow for bandwidth re-use to lower costs.

Instead of a large capital investment in a complete ViaSat or **iDirect** hub and Teleport, the VNO model enables you to share the IP Access International hub by partitioning these facilities and by purchasing the required Gateway Control Unit (GCU) and private satellite space segmen offering greater benefits of satellite Internet. We offer a convenient plan for you to purchase all of the high speed satellite Internet services such as space segment, teleport uplink services, hub usage and Tier 2 customer support on a per Kilobit per second price. This method can save hundreds of thousands of dollars in capital expenses and significant savings on operational costs, compared to owning and operating you own hub. The IP Access International advantage is that you get all the control of owning a hub, without all the expense.

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▾ **Internet/VPNs**
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IP Access International understands that your business often require different technical solutions providers to fulfill wide area networking needs. We offer National U.S. and Intercontinental private line procurement, purchasing, and management services to compliment existing networks over fiber, metro fiber, copper, and satellite.

Data Services Solutions supplied by IP Access International are carefully designed and quoted to fulfill our clients long term economic and operational objectives. We offer network services leveraging our expertise in private line, secure virtual networks over public Internet, as well as integrated satellite services.

We understand that running national or global operations often requires management of multiple CLEC's, LEC's, Sub-Sea Cable Systems, and Private line carriers within every region. IP Access International has been working with the leading telco carriers of over a decade managing both integrated satellite and pure private line networks. Existing customer solutions include managing services on: Level 3, Qwest, Broadwing, Masergy, XO, Netifice, ICG, Time Warner Telecom, Southern Cross, and Flag networks.

Consider us your network solutions partners for both "easy" solutions like a point to point A to Z circuits, or your most complex solutions like a Headquarters to 250 national satellite downlinks with integrated multi-T1, dsl, and frame distribution circuits. No matter your networks complexity, we have the skills and economies to save you time and money.

All services (including multiple vendor management) are monitored and managed our 24/7/365 Network Operations Center. Regardless where the issue occurs, you have 1 number to remember.

IP Access International is a global business satellite internet provider of voice, data, internet and video over satellite solutions for fixed and mobile communication needs for businesses worldwide. Our commercial satellite services include broadband Internet access, 2 way satellite Internet, plus high speed Internet via satellite.

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The leader in broadband satellite Internet solutions for businesses that need more than traditional terrestrial landlines. Unlike other satellite communications providers, everything in our infrastructure—from our teleports and hubs to the network operating center—is business-grade and company-owned. Even the equipment at your location is business-grade. In fact, the equipment in our network is designed to meet the unique challenges of your industry, no matter how rugged the conditions. Plus, our 24/7 tech support and customer service is handled in-house by experts who can resolve any issue that may arise.

With Skycasters satellite as your primary or backup Internet connection, you can always count on low-latency data transmission. That means you'll spend less time waiting around and more time being productive. And while most satellite companies promise "speeds up to" a certain amount, only Skycasters guarantees a Committed Information Rate for unsurpassed reliability and performance when and where you need it.

What's best, we speak in a language you can understand—without all the **technobabble**[?]. Because at Skycasters, we believe it's our job to be experts in your business. Not the other way around.

news & events
Associate RF Engineer Assists Growing Teleport
Akron, Ohio – August 4, 2010 Eight years as SATCOM asset maintenance supervisor in the Marine Corps in Okinawa and Camp Pendleton, California, and Matthew McCann is jumping right into assisting

was extremely helpful when I had questions and concerns. –
Corporate Customer #10XXX

at one of northeast Ohio's fastest growing satellite communications teleports. If Matt's first days on the job are any indication, his hands will be full.

Mobile Satellite Trailer (MST) Video
Akron, Ohio – August 27, 2010 Please view our latest video below: "Skycasters MST".

from the blog

Death, Taxes ... and, oh, By the Way, Sun Fade
Akron, Ohio – September 14, 2010 I wish Arthur C. Clarke could have met Benjamin Franklin. I think they would have enjoyed each other immensely.
Back in the day, when Ol' Ben was describing the permanency of the United States Constitution, he allowed that while the Constitution should stand forever, the only absolutes were end of life, and taxation. Welcome to the new age. You throw a few satellites up into the Clarke Belt, and all of a sudden you get a new definition of permanence. Sure, these satellites only last ten to twenty years each, but you've got an effect that more or less will always happen so long as we rely on satellites to enhance our communications.
In both the Spring and the Fall, every satellite gets overpowered by the sun. Several times.
(Please read more about Fall 2010 Sun Fade at Skycasters' Blog).

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From Central and North America to the Caribbean and more, Skycasters has you covered.

Skycasters has an extensive satellite footprint that covers the majority of the western hemisphere. We're able to provide such vast coverage for our customers because we own bandwidth on two of the world's most premier **geostationary** satellites: **G-28** and **T11N**.

International satellite communications regulations require that satellites like G-28 and T11N be from 1 degree apart to 2 degrees apart from each other, which means that worldwide there are only 180 available "parking spots" for geostationary satellites (geostationary satellites are about 917 miles apart). Based on their ideal positioning, G-28 and T11N are two of the **most sought after (and most expensive) spots in all of outer space**. So when you choose Skycasters, you can be confident you're getting the best in broadband satellite Internet service.

Skycasters' current coverage includes North America—from Hawaii to the Caribbean, from sea to shining sea. And it extends to Central America. Essentially, our service in the western hemisphere begins in the northernmost regions where people are far outnumbered by polar bears and ends in the south, at the Panama Canal.

Verify Your Coverage in the USA

| Alabama | Indiana | Nebraska | South Carolina |

and did whatever was necessary to get my job done. He was a delight to work with. – Manager, media production company, Customer #8XXX

Alaska	Iowa	Nevada	South Dakota
Arizona	Kansas	New Hampshire	Tennessee
Arkansas	Kentucky	New Jersey	Texas
California	Louisiana	New Mexico	Utah
Colorado	Maine	New York	Vermont
Connecticut	Maryland	North Carolina	Virginia
Delaware	Massachusetts	North Dakota	Washington
Florida	Michigan	Ohio	West Virginia
Georgia	Minnesota	Oklahoma	Wisconsin
Hawaii	Mississippi	Oregon	Wyoming
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I have been completely pleased with your service. The speed is exactly as advertised. – Yuri P., Customer #10XXX

Business Grade Satellite Internet for Primary Connectivity

Living or working in remote areas shouldn't require you to sacrifice reliable broadband Internet service. Thanks to Skycasters, you won't.

Skycasters provides broadband satellite Internet that's among the fastest and most reliable in the industry. In fact, our reliability rates routinely top 99%. That's great news for people who use satellite as their primary Internet connection. Our service is:

- Metered to offer low-latency data transmission. Translation: when you need speed and performance, it'll be there. Because, unlike many ISPs, Skycasters can promise a Committed Information Rate (not a vague "speeds up to" statement). All of which means you'll spend less time waiting around and more time working, surfing, shopping, or doing whatever you enjoy.
- Provides a direct connection to the U.S. Internet backbone for fewer potential points of congestion or failure.
- Features business-grade equipment, designed to meet the unique challenges of business users.

Add our 24/7 tech support and customer service from in-house experts who actually work for Skycasters, and the reliability factor shoots through the roof.

Who can benefit from a Skycasters primary connection?

Remote Businesses: Enjoy lightning fast connections and consistent download/upload

speeds no matter what time of day it is. You'll also get a commercial grade system with equipment and technology that's customized to your specific needs. Learn more.

Oil, Gas & Mining: When productivity is everything, communications that are less than stellar just won't do. Let Skycasters hook you up with a fixed, mobile, or Nomad solution that keeps your headquarters connected to your rig, fleet or mine and includes equipment that can stand up to the most demanding environments. Learn more.

Rural Communities: Why wait for landlines to finally reach your town? Skycasters' PTMP (Point-to-Multipoint) solutions can bring high-speed broadband Internet to entire rural communities in 60-90 days. We install everything and handle administrative functions like billing and credit card transactions with end-users. Learn more.

Remote Travel Destinations: Don't let a monthly recurring cost prevent you from attracting the best guests. Let Skycasters bring high-speed broadband connections to your destination — and turn it into a new source of revenue for you. It's obsolescence proof and fully compatible with any distribution architecture you may already have in place. Learn more.

Internet Cafés: If your café is beyond the reach of terrestrial connections, your options may seem limited. But Skycasters can hook you up with high-speed broadband satellite Internet wherever you are. Whether you have an established business or are contemplating a start-up, we can provide you with a turnkey solution that even handles the customer transactions for you. Learn more.

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I usually give praise

Compare Skycasters satellite Internet service levels to find the one that's right for you.

When it comes to selecting an appropriate broadband satellite Internet service plan, many organizations and companies don't fully understand what they need. That's why at Skycasters, we first take the time to learn as much as we can about your unique set of challenges, and then create a customized satellite communications solution for you.

Our most popular plans, shown here, are a great starting point for discovering the right mix. These service levels are designed for companies in the oil, gas and mining industry, remote businesses or any operation that will use Skycasters satellite Internet as the primary form of connectivity. We have other service plans to meet occasional, short-term, or back-up connectivity needs.

Have Someone Contact Me

Platinum III Service Plans						
Service Plan Monthly Price	$149.00	$199.00	$249.00	$399.00	$499.00	$999.00
MaxIR (down/up)	2.5M/384k	2.5M/512k	3.0M/640k	4.0M/768k	4.5M/1.02M	6.09M/1.5M
CIR (down/up)	512k/128k	640k/256k	768k/384k	1.02M/512k	1.5M/640k	2.04M/768k
Static IP Address	Included	Included	Included	Included	Included	Included
Throughput allowance (down/up)	1GB	2GB	3GB	5GB (4/1)	7.5GB (6/1.5)	15GB (12/3)
Overage/MB (down/up)	$0.15/meg	$0.15/meg	$0.15/meg	$0.10/$0.15	$0.10/$0.15	$0.10/$0.15
Minimum Equipment	1.0m/2w	1.2m/3w	1.2m/3w	1.2m/4w	1.2m/4w	1.8m/4w

Have Someone Contact Me

Gold III Service Plans						
Service Plan Monthly Price	$149.00	$199.00	$249.00	$399.00	$499.00	$999.00
MaxIR (down/up)	1.5M/256k	1.5M/256k	2.04M/384k	2.5M/512k	2.5M/640k	2.5M/768k
CIR (down/up)	256k/64k	320k/96k	384k/128k	512k/160k	512k/192k	640k/256k
Static IP Address	Included	Included	Included	Included	Included	Included
Throughput allowance (down/up)	2 GB	4 GB	6 GB	10GB (8/2)	15GB (12/3)	30GB (24/6)
Overage/MB (down/up)	$0.10/meg	$0.10/meg	$0.10/meg	$0.10/meg	$0.10/meg	$0.10/meg
Minimum Equipment	1.0m/2w	1.2m/3w	1.2m/3w	1.2m/4w	1.2m/4w	1.2m/4w

Have Someone Contact Me

Our Gold Service Plans offer maximum **throughput** [?] with maximum value. And our Platinum Service Plans offer unsurpassed speed and performance. Notice that all of our service levels contain a **Committed Information Rate (CIR)** [?]. This means you'll get at least 110% of the stated CIR speeds at least 90% of the time—usually more. You see, while most companies make **empty promises** [?] about transmission speeds, Skycasters makes guarantees.

Equipment				
iDirect IDU	VSAT 3100*	VSAT 3100*	VSAT 3100*	VSAT 3100
Dish Size	1.0 meter	1.2 meter	1.2 meter	1.8 meter
BUC Size	2 watt	3 watt	6 watt	6 watt
Equipment Price	$899 + frt*	$999 + frt*	$1,999 + frt	$2,899 + frt
Standard Installation	$400	$500	$500	$900
Mount	Universal Pen	Non-Pen	Non-Pen	Pole or Non-Pen
Term	2 year**	2 year**	2 year**	2 year**

Modem Upgrade Options (replaces iDirect 3100)	
iDirect 5100 (integrated switch)	add $1,995
iDirect 5150 (supports encryption)	add $2,295
iDirect 5300 (supports mesh)	add $3,995

Have Someone Contact Me

* **Refurbished Equipment Special -** Please ask your salesman for details about our refurbished modems, available as a package with dish, mount, 3 watt BUC & LNB for only $799. Also available with a 4 watt BUC for $1,499.

** **Equipment Price** shown above reflects $2,000 discount for signing a two-year Platinum or Gold II service agreement. Early termination fees apply.

Have additional questions about our plans? Only need satellite communications for occasional use? Looking for more plans for disaster response and business continuity? Contact us by phone at 800-268-8653, or take an online analysis of your needs and you'll be on your way to a customized satellite Internet plan from Skycasters.

Throttled Throughput (Fair Access Policy - FAP) | **Service Plan Upgrades**

MaxIR – Maximum Information Rate, the maximum speed at which data can be received or transmitted.
CIR – Committed Information Rate, the speed at which we guarantee data can be received or transmitted. We guarantee you will receive 110% of your CIR at least 90% of the time, if not more.
Throughput Allowance – This is the total amount of data that can be transferred up and/or down in a given billing cycle (30 days). Please make sure to review our Fair Access Policy (FAP). There are two options for you to choose from regarding your Throughput Allowance:
Option 1 – If you may need additional throughput some months you may purchase an "unlimited" plan. With this option, you will be billed according to your service plan for any throughput in excess of the plan allowance.
Option 2 – If you prefer flat rate billing, you may choose a "limited" plan. If you exceed your plan's throughput allowance, your connection speeds may be slowed down until your usage is back in profile with the plan.
Note – Both Platinum III & Gold III can be configured as Option 1 or Option 2
Note – Platinum III Service Plan will be optimized for VoIP (1 slot every frame while idle)
Note – Gold III Service Plans will receive 1 slot every 4th frame while idle.
IP Addressing – All plans include 1 publicly routable static IP address. Blocks of 5 or 13 are available. Block of 5 is $30.00. Block of 13 is $60.00. Up to 256 are available if needed at an additional charge. If you need more than 5 IP addresses, your request must be justified in writing to meet ARIN requirements.

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Compare Skycasters satellite Internet service plans for the oil, gas and mining industries.

Oil, Gas & Mining
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Businesses that operate in the oil, gas and mining industry need a communication solution with unmatched reliability. They need a powerful network with the ability to support a wide range of applications, from **VoIP** and **VPN** to streaming data and video. They need broadband satellite Internet from Skycasters.

Our Gold Service Plans offer maximum **throughput** with maximum value. And our Platinum Service Plans offer unsurpassed speed and performance. Notice that all of our service levels contain a **Committed Information Rate (CIR)**. This means you'll get at least 110% of the stated CIR speeds at least 90% of the time—usually more. You see, while most companies make **empty promises** about transmission speeds, Skycasters makes guarantees.

Platinum III Service Plans						
Service Plan Monthly Price	$149.00	$199.00	$249.00	$399.00	$499.00	$999.00
MaxIR (down/up)	2.5M/384k	2.5M/512k	3.0M/640k	4.0M/768k	4.5M/1.02M	6.09M/1.5M
CIR (down/up)	512k/128k	640k/256k	768k/384k	1.02M/512k	1.5M/640k	2.04M/768k
Static IP Address	Included	Included	Included	Included	Included	Included
Throughput allowance (down/up)	1GB	2GB	3GB	5GB (4/1)	7.5GB (6/1.5)	15GB (12/3)
Overage/MB (down/up)	$0.15/meg	$0.15/meg	$0.15/meg	$0.10/$0.15	$0.10/$0.15	$0.10/$0.15
Minimum Equipment	1.0m/2w	1.2m/3w	1.2m/3w	1.2m/4w	1.2m/4w	1.8m/4w

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Gold III Service Plans						
Service Plan Monthly Price	$149.00	$199.00	$249.00	$399.00	$499.00	$999.00
MaxIR (down/up)	1.5M/256k	1.5M/256k	2.04M/384k	2.5M/512k	2.5M/640k	2.5M/768k
CIR (down/up)	256k/64k	320k/96k	384k/128k	512k/160k	512k/192k	640k/256k
Static IP Address	Included	Included	Included	Included	Included	Included
Throughput						

Your technical support people were fantastic and figuring out what the problems were and doing what needed to be done to get me up and going. I really appreciate this type of customer support. **– Project Manager, International construction company, Customer #10XXX**

allowance (down/up)	2 GB	4 GB	6 GB	10GB (8/2)	15GB (12/3)	30GB (24/6)
Overage/MB (down/up)	$0.10/meg	$0.10/meg	$0.10/meg	$0.10/meg	$0.10/meg	$0.10/meg
Minimum Equipment	1.0m/2w	1.2m/3w	1.2m/3w	1.2m/4w	1.2m/4w	1.2m/4w

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Equipment				
iDirect IDU	VSAT 3100*	VSAT 3100*	VSAT 3100*	VSAT 3100
Dish Size	1.0 meter	1.2 meter	1.2 meter	1.8 meter
BUC Size	2 watt	3 watt	6 watt	6 watt
Equipment Price	$899 + frt*	$999 + frt*	$1,999 + frt	$2,899 + frt
Standard Installation	$400	$500	$500	$900
Mount	Universal Pen	Non-Pen	Non-Pen	Pole or Non-Pen
Term	2 year**	2 year**	2 year**	2 year**

Modem Upgrade Options (replaces iDirect 3100)	
iDirect 5100 (integrated switch)	add $1,995
iDirect 5150 (supports encryption)	add $2,295
iDirect 5300 (supports mesh)	add $3,995

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Skycasters can tailor any plan to meet the unique needs of your operation. Contact us toll free at 800-268-8653 to speak with a Skycasters expert. Or take an online analysis of your needs and you'll be on your way to a customized satellite Internet solution from Skycasters.

Throttled Throughput (Fair Access Policy - FAP) | **Service Plan Upgrades**

* **Refurbished Equipment Special -** Please ask your salesman for details about our refurbished modems, available as a package with dish, mount, 3 watt BUC & LNB for only $799. Also available with a 4 watt BUC for $1,499.

** **Equipment Price** shown above reflects $2,000 discount for signing a two-year Platinum or Gold II service agreement. Early termination fees apply.

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Compare Skycasters satellite Internet service plans for remote businesses.

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For remote businesses or home offices that require broadband satellite Internet as their primary form of connectivity, Skycasters offers a variety of flexible, affordable and powerful plans to fulfill your needs.

Our Gold Service Plans offer maximum **throughput** 🛈 with maximum value. While our Platinum Service Plans offer unsurpassed speed and performance. Notice that all of our service levels contain a **Committed Information Rate (CIR)** 🛈. This means you'll get at least 110% of the stated CIR speeds at least 90% of the time—usually more. It's our guarantee that you get the kind of service you expect.

Have Someone Contact Me

Platinum III Service Plans						
Service Plan Monthly Price	$149.00	$199.00	$249.00	$399.00	$499.00	$999.00
MaxIR (down/up)	2.5M/384k	2.5M/512k	3.0M/640k	4.0M/768k	4.5M/1.02M	6.09M/1.5M
CIR (down/up)	512k/128k	640k/256k	768k/384k	1.02M/512k	1.5M/640k	2.04M/768k
Static IP Address	Included	Included	Included	Included	Included	Included
Throughput allowance (down/up)	1GB	2GB	3GB	5GB (4/1)	7.5GB (6/1.5)	15GB (12/3)
Overage/MB (down/up)	$0.15/meg	$0.15/meg	$0.15/meg	$0.10/$0.15	$0.10/$0.15	$0.10/$0.15
Minimum Equipment	1.0m/2w	1.2m/3w	1.2m/3w	1.2m/4w	1.2m/4w	1.8m/4w

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Gold III Service Plans						
Service Plan Monthly Price	$149.00	$199.00	$249.00	$399.00	$499.00	$999.00
MaxIR (down/up)	1.5M/256k	1.5M/256k	2.04M/384k	2.5M/512k	2.5M/640k	2.5M/768k
CIR (down/up)	256k/64k	320k/96k	384k/128k	512k/160k	512k/192k	640k/256k
Static IP Address	Included	Included	Included	Included	Included	Included
Throughput allowance (down/up)	2 GB	4 GB	6 GB	10GB (8/2)	15GB (12/3)	30GB (24/6)
Overage/MB (down/up)	$0.10/meg	$0.10/meg	$0.10/meg	$0.10/meg	$0.10/meg	$0.10/meg

I enjoy the service and it allows me to run my consulting business from my home. Things are great. – Small business owner, Customer #8XXX

Minimum Equipment	1.0m/2w	1.2m/3w	1.2m/3w	1.2m/4w	1.2m/4w	1.2m/4w

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Equipment				
iDirect IDU	VSAT 3100*	VSAT 3100*	VSAT 3100*	VSAT 3100
Dish Size	1.0 meter	1.2 meter	1.2 meter	1.8 meter
BUC Size	2 watt	3 watt	6 watt	6 watt
Equipment Price	$899 + frt*	$999 + frt*	$1,999 + frt	$2,899 + frt
Standard Installation	$400	$500	$500	$900
Mount	Universal Pen	Non-Pen	Non-Pen	Pole or Non-Pen
Term	2 year**	2 year**	2 year**	2 year**

Modem Upgrade Options (replaces iDirect 3100)	
iDirect 5100 (integrated switch)	add $1,995
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The install coordinator was tremendously patient and diligent in their efforts to determine the source of the

It's the aftermath of a disaster.

The last thing you should be searching for is an Internet connection.

Disaster Response with Satellite Internet

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Violent storms. Intense wildfires. Destructive earthquakes. They're all unexpected. What's not unexpected are the local telecommunications disruptions that are common in the wake of any devastating event.

At Skycasters, we know that every second is invaluable for disaster response personnel. Communications failures are not an option. Nor is waiting for **traditional terrestrial infrastructure** repairs. That's why we've designed reliable, rugged satellite solutions for rapid deployment by anyone in your mobile command center. Which means in routine emergency preparedness drills or on the disaster scene itself, you'll have broadband communications capabilities that can save time and money. And people's lives.

Skycasters gives you confidence when it matters most. We provide 24/7 tech support to address any questions or issues that arise. We offer flexible service plans to accommodate your organization's needs. Whether you require **VoIP**, **VPN** or fax services in addition to email, we'll help customize a system that's right for you.

To learn more about Skycasters disaster response solutions, call 800-268-8653, or click here

to email us. Click here to download the First Responder's Guide to Satellite Communications.

Want to learn more about the fastest, most reliable broadband satellite Internet for disaster response?

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problem and see that it was corrected. I have nothing but praise. – Manager, Governmental research station, Customer #9XXX

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Skycasters satellite Internet service plans for disaster response teams.

Disaster Response

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When selecting an appropriate broadband satellite Internet service plan, perhaps the most important thing to consider is whether you'll need the system as your primary form of connectivity, or just for occasional use. For most disaster response and emergency preparedness teams, the mobile park-and-deploy equipment may only be used a handful of times a year—either for routine drills or testing, public relations events or an actual disaster. We have service plans that are specifically tailored to customers that have these requirements.

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disaster response III service plans					
Standard Plans	**Test & Training**	**Occasional Use**	**Frequent Use**	**High Use / Multi-Site Shared Throughput**	
MaxIR (down/up)	3.0M/640k	3.0M/640k	3.0M/640k	3.0M/640k	3.0M/640k
CIR (down/up)	768k/384k	768k/384k	768k/384k	768k/384k	768k/384k
Static IP Address	Included	Included	Included	Included	Included
Monthly Recurring Fee	$179	$249	$599	$4,950 + $100/remote	$8,900 + $100/remote
Included Throughput (down/up)	500 MB	3 GB	10 GB (8/2)	100 GB (80/20)	200 GB (160/40)
Overage/MB (down/up)	$0.20/MB	$0.15/MB	$0.10/$0.15 per MB	$0.10/$0.15 per MB	$0.10/$0.15 per MB
Contract Term	24 month	24 month	24 month	24 month	24 month

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High Speed Plans	**Test & Training**	**Occasional Use**	**Frequent Use**	**High Use / Multi-Site Shared Throughput**	
MaxIR (down/up)	6.09M/1.5M	6.09M/1.5M	6.09M/1.5M	6.09M/1.5M	6.09M/1.5M
CIR (down/up)	2.04M/768k	2.04M/768k	2.04M/768k	2.04M/768k	2.04M/768k
Static IP Address	Included	Included	Included	Included	Included
Monthly Recurring Fee	$199	$349	$799	$6,600 + $150/remote	$11,900 + $150/remote
Included Throughput (down/up)	500 MB	3 GB	10 GB (8/2)	100 GB (80/20)	200 GB (160/40)
Overage/MB (down/up)	$0.20/MB	$0.15/MB	$0.10/$0.15 per MB	$0.10/$0.15 per MB	$0.10/$0.15 per MB
Contract Term	24 month	24 month	24 month	24 month	24 month

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Daily Flat Rate Plans — GSA Only

These plans are specifically designed for disaster response organizations. Due to their exceptional value, the Daily Flat Rate Plans will only be available to government agencies, charities, non-profits and other DR organizations who can purchase from our GSA schedule. Verification of use may be required. These plans provide for unlimited usage for a daily flat rate.

daily flat rate service plans		
	10:1 Standard	10:1 High Speed
MaxIR (down/up)	1.28M/640k	2.56M/1.28M
CIR (down/up)	128k/64k	256k/128k
Monthly Recurring Fee	$75	$75
Daily Use Rate*	$100	$150
Contract Term	24 month	24 month

* The Daily Use Rate will be charged for any day with greater than 10 megabytes throughput. When testing, **please limit** usage to under 10 megabytes throughput to avoid the Daily Use Rate.

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Rentals

For the unplanned or unexpected situation, emergency and short-term rentals are also available. We have mobile communications trailers (PDF), flyaway units (PDF), cargo trailers, and self-contained vehicles. Please contact us immediately for current availability at 800-268-8653.

Flexible service options are available to accommodate your needs, starting at just $179 per month. If you need VoIP, or fax services and email, we can tailor a plan accordingly and provide helpful 24/7 tech support.

Click here to take an online assessment of your needs, and you'll be on your way to a customized satellite communications plan. Or call 800-268-8653 to have a Skycasters expert assist you.

Throttled Throughput (Fair Access Policy - FAP) | **Service Plan Upgrades**

MaxIR – Maximum Information Rate, the maximum speed at which data can be received or transmitted.
CIR – Committed Information Rate, the speed at which we guarantee data can be received or transmitted. We guarantee you will receive 110% of your CIR at least 90% of the time, if not more.
Throughput Allowance – This is the total amount of data that can be transferred up and/or down in a given billing cycle (30 days) before the metered usage charge is assessed. All Disaster Response plans are billed as Option 1.
Option 1 – If you may need additional throughput some months you may purchase an "unlimited" plan. With this option, you will be billed according to your service plan for any throughput in excess of the plan allowance.
Note – Both Platinum III & Gold III can be configured as Option 1 or Option 2
Note – Platinum III Service Plan will be optimized for VoIP (1 slot every frame while idle)
Note – Gold III Service Plans will receive 1 slot every 4th frame while idle.
IP Addressing – All plans include 1 publicly routable static IP address. Blocks of 5 or 13 are available. Block of 5 is $30.00. Block of 13 is $60.00. Up to 256 are available if needed at an additional charge. If you need more than 5 IP addresses, your request must be justified in writing to meet ARIN requirements.

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I'm EXTREMELY glad that Skycasters is around. The other satellite ISP's don't offer anything that competes with the speed or reliability

When your business' Internet service fails down there, count on what we have up here.

Business Continuity – Backup for Satellite Internet

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Virtually every company today depends on Internet connectivity to conduct its normal operations. But as vital as the Internet is, few businesses consider the risks of only having a single landline-based **Internet service provider (ISP)**. Unfortunately, many businesses have recently learned about these risks the hard way. Simple water main repairs or routine road construction may have accidentally damaged or disconnected a landline. An infrastructure failure or natural disaster may have caused an unforeseen interruption in service. In any case, these businesses experienced a drop in productivity—immediately. Communication with customers was disrupted. Leads and inquiries, lost. The ability to fill orders, gone.

It's not enough to have just one Internet connection— you need a backup. And you need a backup that's completely independent of the landline infrastructure, and not vulnerable to the same risks. That's why you need Skycasters, the best and most reliable backup

Internet solution for business continuity. Unlike other broadband satellite providers, everything we offer is business-grade. Which means we have the highest quality **VSAT**[?] equipment, multiple **teleports**[?] on the ground and **transponders**[?] on the most sought-after satellites in the sky. Plus, we perform failover testing several times per year and monitor your satellite connection 24/7 year-round to ensure proper functionality. You see, there isn't a more comprehensive system for your business needs than Skycasters. And there's no other satellite company as dedicated to fulfilling them.

To learn more about Skycasters solutions for business continuity, call 800-268-8653, or click here to email us.

Private Network Co-Location

Regardless of the size of your organization, business realities often require secure off-site redundant systems in addition to those at your sites. Skycaster's offers co-location opportunities at our state of the art facility. Our data center is clean, secure, and temperature-controlled to protect your investment and maintain maximum uptime for your business. Download the diagram below to get an idea of how your private network can be protected with VPN co-location.

Business Continuity / VPN Co-Location Private Network

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Skycasters satellite Internet service plans for business continuity.

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When selecting an appropriate broadband satellite Internet service plan, you'll need to consider whether the system will be used as your primary form of connectivity, or just occasionally. If your business is like most, you already have a **traditional terrestrial network** as your main form of connectivity. But what happens during a service interruption or an infrastructure failure? Have total confidence and peace of mind with a backup satellite system from Skycasters—the most reliable business continuity solution available.

Skycasters offers flexible, affordable service options priced from $59–$99 per month (plus a la carte usage). Compare that to the lost profits your business could suffer in the event of a communication disruption, and this solution just keeps looking better and better.

Click here to take an online assessment of your needs, and you'll be on your way to a customized backup communications plan. Or call 800-268-8653 to have a Skycasters expert assist you.

If your operation requires satellite Internet as the primary form of connectivity (i.e. no traditional terrestrial landline), we have plans to meet your needs as well. Check out our service plans for Remote Businesses.

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business continuity III service plans				
Service Plans	Basic Package	Standard Package	Premium Package	Enterprise Package
MaxIR (down/up)	2.5M/384k	3.0M/640k	4.5M/1.02M	6.09M/1.5M
CIR (down/up)	512k/128k	768k/384k	1.5M/640k	2.04M/768k
Static IP Address	Included	Included	Included	Included
Minimum Equipment	3100 / 0.95m / 2w	3100 / 1.2m / 3w	3100 / 1.2m / 4w	3100 / 1.8m / 4w
Equipment Cost	$799 + frt	$999 + frt	$1,999 + frt	$2,899 + frt
Standard Installation Cost	$400	$500	$500	$900
Monthly Recurring Fee	$59	$79	$89	$99
A la carte Usage Charge	$0.20/MB	$0.20/MB	$0.20/MB	$0.20/MB
Contract Term	36 month*	36 month*	36 month*	36 month*
Monitoring Traffic Allowance (included)	62 Meg/month	62 Meg/month	62 Meg/month	62 Meg/month

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Equipment				
iDirect IDU	VSAT 3100*	VSAT 3100*	VSAT 3100*	VSAT 3100
Dish Size	1.0 meter	1.2 meter	1.2 meter	1.8 meter
BUC Size	2 watt	3 watt	6 watt	6 watt
Equipment Price	$899 + frt*	$999 + frt*	$1,999 + frt	$2,899 + frt
Standard Installation	$400	$500	$500	$900
Mount	Universal Pen	Non-Pen	Non-Pen	Pole or Non-Pen
Term	2 year*	2 year*	2 year*	2 year*

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Throttled Throughput (Fair Access Policy - FAP) | **Service Plan Upgrades**

* **Equipment Price** shown above reflects $2,000 discount for signing a three-year service agreement. Early termination fees apply.

MaxIR – Maximum Information Rate, the maximum speed at which data can be received or transmitted.
CIR – Committed Information Rate, the speed at which we guarantee data can be received or transmitted. We guarantee you will receive 110% of your CIR at least 90% of the time, if not more.
Monitoring Traffic Allowance – This is the total amount of data that can be transferred up and/or down in a given billing cycle (30 days) before the a la carte usage charge is assessed. All Business Continuity Plans are billed as Option 1.
Option 1 – If you may need additional throughput some months you may purchase an "unlimited" plan. With this option you will be billed according to your service plan for any throughput in excess of the plan allowance.
Note – All Business Continuity plans will receive one slot every fourth frame while idle.
IP Addressing – All plans include 1 publicly routable static IP address. Blocks of 5 or 13 are available. Block of 5 is $30.00. Block of 13 is $60.00. Up to 256 are available if needed at an additional charge. If you need more than 5 IP addresses, your request must be justified in writing to meet ARIN requirements.

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Your installation support, tech support and billing support are all excellent. – Mike C., Customer #9XXX

Telemedicine: Satellite Internet Delivers Care – Anywhere

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People living in rural communities have long faced challenges in accessing the best healthcare possible. In fact, 40% of rural residents travel 30 minutes or more just to receive medical care of any type.

Skycasters is dedicated to helping remedy that situation.

Our broadband satellite Internet service can significantly improve the quality of medicine you provide your rural patients. Our telemedicine solutions allow quick sharing of digital images, such as X-rays, mammographies and CT scans with consulting physicians in urban medical centers. You can also share data such as EEG, EKG or video feeds, and hold two-way audio and video conferences.

Why wait?

The American Recovery and Revitalization Act (ARRA) is providing medical facilities with the opportunity to secure government funds for developing electronic health records within the next five years. But can you afford to wait that long?

Skycasters can provide the broadband access you need in as fast as 10 days anywhere in the United States, including Hawaii and parts of Alaska. And we do it all without terrestrial lines, so your connection won't be vulnerable to inclement weather, power outages, construction

projects and other threats affecting cable or dial-up.

A solution that's right for you.

From rooftop satellite dishes to mobile solutions, Skycasters can outfit you with the equipment and the plan that's right for your healthcare enterprise. We'll get you connected fast and keep you connected, without the threats that T-1 and terrestrial connections face from inclement weather, power outages, construction digs and more.

Depending on your particular situation, Skycasters can offer you a combination of:

Stationary Antenna: Our most commonly requested solution is a fixed satellite dish mounted to a pole or roof. Let us put together the perfect solution for your hospital or clinic. **Learn more**.

Mobile/Portable Solutions: Skycasters helps you take medicine to the people. Dishes mount to ambulances, trailers, RVS and other vehicles and deploy in minutes. They also provide a coverage footprint that reaches far beyond what you can get with terrestrial- or cellular-based networks. **Learn more**.

Business Continuity: In healthcare, you simply can't afford for your connection to go down. Our satellite connections can help keep your healthcare facility up and running at all times. Having a redundant satellite-based system protects your facility against the risks posed by terrestrial solutions, such as power outages, weather phenomena and construction digs. **Learn more**.

Virtual Private Networks (VPNs): Skycasters has found a way to make VPN-over-satellite work, and work well. Our VPN and IP solutions provide HIPAA-compliant communications between doctors, hospitals and insurance providers, keeping patient information and other critical data secure and confidential. **Learn more**.

Download our ARRA **White Paper** describing the fundamentals of ARRA, the Role of Satellite Internet Providers, and the ways Skycasters can help you obtain broadband satellite Internet.

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The Skycasters Difference

Unique satellite solutions for your unique needs.

We at Skycasters understand that every industry and business has its own communication challenges, needs and requirements. So our approach is far more flexible than the one-size-fits-all plans offered by many other broadband satellite Internet providers. We prefer to get to know you, your business and how you want to communicate with your customers, employees and other audiences before we recommend a system.

Do you need **VoIP**[?], **streaming video**[?] or **video conferencing**[?] capabilities? A **VPN**[?] or **VLAN**[?] ? Fixed or mobile equipment? An entire fleet of custom-built trailers? Whatever it is you need, we'll work with you every step of the way to design a package that's just right.

Customer service from actual Skycasters people.

In today's marketplace, it's rare for a company to deliver on its customer service promises. But at Skycasters, we put our money where our mouth is.

Instead of having to deal with the frustration of trying to resolve a technical issue through an outsourced customer service rep in India, or worse, through a computerized, automated attendant from hell, our customers talk directly with Skycasters personnel. We offer 24/7 tech support from real live human beings—Skycasters experts that work at our Skycasters offices. With their extensive knowledge of all the components in our broadband satellite Internet network, they stand ready to help you troubleshoot or resolve any problem you may be experiencing. Because making sure you are up and running is the most important thing we do.

Should you need to resolve an administrative issue or discuss plan options, just contact our Customer Care Department Monday—Friday between 8am-6pm.

Our commitment to quality over quantity.

We know that reliable, fast and affordable satellite Internet not only plays a crucial role in your organization's infrastructure, but in your overall success. That's why we're here 24/7 to deliver you the absolute best in **IP-based satellite**[?] communications. And unlike our competitors, we never oversubscribe our network. Never—that's a promise.

Connectivity with confidence.

In the event of an equipment failure, outage or even just scheduled maintenance, Skycasters offers you total peace of mind. We recently added a redundant **6.3M VertexRSI antenna system** [🔑] at our **teleport** [🔑] as a backup for our two **primary antennas** [🔑]. For even further protection, our teleport is connected to the **U.S. Internet backbone** [🔑] through **redundant fiber connections** [🔑].

The perfect temperature to keep your data safe.

Our data center is kept at a constant 68 degrees Fahrenheit by a dedicated 7.5-ton HVAC system in a closed loop, filtered, humidity-controlled system. This space is dual fed from the 20-ton primary building system. In the event of failure of the dedicated data center system, the primary building system is programmed to take over automatically. We keep your data in constant comfort, so you can be, too.

Facilities prepared for the worst.

Skycasters is a state-of-the-art facility with all the features required to provide world-class services to our clients. However, any data center—i.e. the physical location and structure—represents a potential single point of failure. In response to that risk, we have developed a backup operations center on-site in an adjacent structure.

In the event of a more catastrophic failure that affects our facilities or infrastructure, Skycasters has access to alternate **teleport** [🔑] facilities through our provider partners to ensure continued service with minimal interruption.

The power to succeed.

To keep your communications running smoothly in the event of a power grid failure, our primary power distribution network and backup systems are designed to maintain continued operations at our Akron-based teleport. Not only is our system equipped with high-tech **uninterruptible power supplies** [🔑] that provide battery backup, but also two self-starting, **diesel fuel-powered generators** [🔑] that assume power within 7 seconds of a power grid failure. We maintain 36 hours of fuel on-site, with replenishment delivery priority 24/7.

Business-grade equipment designed for, well, business.

Why use a residential satellite Internet company to conduct your business when there's Skycasters? Not only are our dishes larger and more powerful than the competition, but the infrastructure, components and capabilities of our network are all commercial-grade and customizable to meet your unique needs.

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About Skycasters — For Satellite Internet the Difference is Clear

As the oldest and largest facilities-based **VSAT** reseller, Skycasters brings affordable broadband satellite Internet access, satellite **VPNs**, mobile satellite Internet, and corporate data services to all types of organizations, including rural and underserved business locations. Our system is an excellent choice for multi-user business customers located in remote areas where conventional broadband data service is not available or cost-effective. With satellite Internet access, it doesn't matter how far the customer is from the telephone company's central office. Wherever you are throughout North and Central America, Skycasters delivers true broadband speed.

If your needs require you to take your satellite with you, we offer mobile solutions. And our satellite Internet system is the most comprehensive backup solution for business continuity.

In addition, Skycasters offers more special services and higher levels of satellite Internet technical support than any Hughes reseller or small independent operator. Learn more by viewing our service levels.

Look at Our Customers

Skycasters provides broadband satellite Internet access and data service to thousands of business, government, educational and non-profit users in the U.S. and abroad. We have the privilege of serving some of the most diverse and well-respected organizations, from the California National Guard and the U.S. Air Force Survival School to the Salvation Army and FEMA. We also take care of some of the biggest names in business, like Exxon, Raytheon, Trane, Praxair and BP. See a sampling of our satellite Internet customers here.

Compare Our People

Our senior executives are hands-on owners with many years of experience in the wireless, telco, CLEC and **ISP** industries. And our satellite Internet sales engineers, knowing that not everything in the computer world works well over satellite, will honestly tell you if satellite Internet is right for you.

Compare Our Feedback

We have the highest customer retention rates in the industry. Once you experience Skycasters, you'll quickly see why.

The Difference Is Clear

Satellite Internet from Skycasters provides all of the traditional features you would expect from a full-service 21st century Internet service provider—including email, web hosting, VPN, firewall, co-location and high-speed satellite Internet access. But what truly makes us different is that we only provide business-grade satellite Internet.

Skycasters is a satellite **ISP** and engineering company, not simply a reseller of boxed satellite Internet solutions. We have invested more than $3 million in our infrastructure and technology to provide our customers with true business-grade satellite Internet and IP data solutions.

With unmatched expertise, investment, dedication and commitment, Skycasters can deliver the highest possible levels of satellite Internet service and provide unique, exclusive services including cost-effective small private networks, satellite-VLANs and high-performance satellite VPN services.

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The Satellite Internet Company

Our Mission: To continue as America's premier, full-service, business-grade, 100% satellite ISP offering the most highly engineered and supported satellite Internet and data services available. We have only one focus— satellite Internet and data service.

Formed in early 2001, Skycasters provides satellite Internet, data and VPN services powered by the award-winning iDirect **VSAT** platform. Our satellite gateways, routers, servers and other equipment are all company owned and operated. Our **network operations center** is strategically located in Akron, Ohio. We provide highly engineered and customized solutions unavailable from any other provider across the VSAT satellite network.

Skycasters is a profitable, debt-free, privately held company that focuses on providing reliable and affordable full-time and backup broadband satellite solutions to businesses nationwide, and to customers who are outside of the DSL and cable Internet footprints.

Skycasters provides service to thousands of commercial, government, non-profit and educational customers throughout North and Central America. Click here to see a list of our clients.

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Our Satellite Internet Customers

Here is a sample selection of corporate, government, educational and non-profit customers who have chosen Skycasters to provide satellite Internet and data service.

33rd Parallel TV
Alliance Coal LLC
Alpha Natural Resources
American Bridge Company
American Red Cross of Central New Jersey
Army Corp of Engineers
Agricultural Research Service, USDA
BAE Systems Land & Armaments
Big Boy Restaurants International
BOC Gases
BP Alternative Energy
Cabot Oil & Gas
California Department of Fish and Game OSPR
California National Guard
Carl Zeiss Vision
Carlsbad Caverns National Park
CCC Group, Inc
CDM Resource Management LLC
Chugach Government Service
Citizens Property Insurance Corporation
City of Corpus Christi
Colorado Division of Wildlife
Combat K-9
DHI Services, Inc
Dish Express
Drake Extrusion Inc.
Energy Contractors, LLC
Event 360
Exxon Mobil
FEMA - Federal Emergency Management Agency
Flying A Motorsports
Frac Tech Services
Fronk Oil Company, Inc.
Girl Scouts of Macomb County/Otsikita
Grand Canyon West

We now have the best Internet Service in BDT and already have friends boating over to visit from other islands to check it out. Their universal response is "its better than we imagined possible." **– Ron B., Customer # 10XXX**

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Hearst Corporation
Horizon Well Logging Inc
Hunt Technologies, Landis+Gyr
IES Kohler Alarms
Indiana Office of Technology
Island Global Yachting
Joy Mining Machinery
Ka You Communications
KJLA TV
Ku Satellites
Kulani Correctional Facility Education
Lee Ranch Coal Company
Louisiana State Univerisity
M2 Technologies
Marshall County Emergency Management
Michigan State University
Mississippi Band of Choctaw Indians
MTD Products
National Audubon Society
National Park Service
NPR - National Public Radio
NCRI - National Catastrophe Restoration Inc
Noranda Mining, Xstrata Zinc
National Philanthropic Trust Breast Cancer 3-Day
P&H Mining Equipment
PCC Airfoils
Performance Contractors, Inc
Pittsburgh Zoo & PPG Aquarium
PPL Montana, LLC
Praxair Health Services
Raytheon Technical Services
Ref-Chem LP
Satellite Data Communications
Scenic Airlines
Sentinel Transportation
Sikorsky Support Services
Silver Leaf Resorts
SkyWest Airlines
StreamLine Communications, Inc
Tampa Bay Water
Tenaska Power Services
Terex Mining
The Killian Group
The McGregor Company
The Salvation Army
The Whiting-Turner Contracting Company
Trane
Trico Products Corporation
U.S. Coast Guard
U.S. Fish & Wildlife Service
UCLA Institute of Geophysics
UNITECH Tactical Simulations Center

URS Corporation

USAF Survival School

Virginia Department of Forestry

Wackenhut Services, Inc.

Walhalla State Fish Hatchery

Williston Basin Interstate Pipeline Company

Youth Haven, Inc.

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Satellite Internet Speed

If T-1, cable modem or DSL service are not available to you, satellite will likely be the fastest affordable connection available.

Satellite Internet Speeds

Upload speeds have become very important in today's broadband world. Skycasters can provide upload speeds from 64 Kbps all the way to 2048 Kbps. In fact, our customers report that actual speeds on our system are truer to the stated speeds than those of our competitors. Plus, we provide a **committed information rate (CIR)**[ ] with every **VSAT**[ ] service plan we sell, and the result is superior broadband performance from Skycasters.

Why can we do what others can't? You see, many satellite providers rent bandwidth from a network operator and then resell that bandwidth to the end user. Skycasters is its own network operator, so we can directly monitor the network to prevent oversubscribing and to maintain a high level of overall performance to our customers. This also allows us to provide our customers with dedicated bandwidth services and plans specified to meet our customers' needs. To get Skycasters satellite Internet today, contact a sales engineer or learn more about our service plans here.

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Skycasters is the only company that

Broadband Satellite Internet: 99.44 % System Reliability

The Skycasters satellite Internet service is a best-effort service with historic reliability in the range of 99.44% (exclusive of scheduled maintenance)*. This puts the Skycasters service reliability rating in line with leading terrestrial solutions such as DSL or cable Internet.

In the event of a network outage, the Skycasters average MTR (mean time to repair) is under 30 minutes, easily surpassing the average MTR intervals of terrestrial services that rely on complicated networks of interconnected routers and many miles of copper, fiber or COAX cables throughout a geographic region.

Here are some general facts about satellite Internet reliability:

- There are fewer points of potential failure or congestion, as we offer a direct connection to the **U.S. Internet backbone** from everywhere that we provide service.
- Satellite avoids the obvious vulnerability of the "local loop" used to provide traditional wired services like cable, DSL or T-1. To illustrate, consider that a satellite connection cannot possibly be interrupted by a backhoe, bridge or tunnel incident, fire, ice storm, earthquake, downed telephone pole, etc.
- Because it is difficult to make repairs in outer space, the satellite spacecrafts are designed with multiple layers of redundancy and multiple backup systems, resulting in uptime approaching 100%. There are even spare satellites already in orbit which are immediately available in the unlikely case of a catastrophic failure of a satellite.
- Our satellite provider partners, Telesat and Intelsat, operate their networks to the absolute highest level of redundancy and reliability, equaling or exceeding military specifications in the manufacturing, launching and operation of their satellite spacecraft. Also, the main ground station (**network operations center**) uses multiple diverse antenna facilities, redundant routers and power supplies, and is connected directly into multiple Tier I Internet backbone providers via diverse physical paths.

For these and other reasons, many companies who have a mission-critical need for data communications use satellite as either a primary, alternate or backup connection.

Skycasters offers a private network peering arrangement for franchised organizations or any larger, multi-location enterprise with operations nationwide. This arrangement has the added convenience of a single vendor relationship, eliminating potential finger-pointing among vendors during any trouble resolution processes.

Rain Fade

Rain Fade is a short period (usually less than five minutes) during which a loss of satellite signal occurs because intense storm cells are located directly between the satellite and the satellite dish. In these intense storms, the separation of the water droplets approximates the signal wavelength. This effectively creates a temporary "wall" of water that reflects and distorts the satellite signal, resulting in rain fade.

On the East Coast of the U.S., for example, rain fade accounts for approximately 8-10 satellite Internet outages per year. Other parts of the country may have different results.

Satellite TV and even other satellite Internet providers are far more susceptible to rain fade than Skycasters. That's because we offer larger dishes, more powerful transmitters and other business grade equipment throughout our network. Couple this with our dynamic power modulation, and most storms don't even affect Skycasters Internet service.

However, when enough water falls, it can overwhelm even the most powerful satellite signals. A good rule of thumb is when the sky goes black and the thunder shakes the windows, there may be enough rain associated with the storm to interrupt the signal. Fortunately, these powerful storms are usually fast moving. The Skycasters system is designed to recover from these rare rain events gracefully and seamlessly.

Sun Outages

Twice a year, the orbit of the satellite around the earth and the earth around the sun align in such a way as to place the sun directly behind the satellite, overwhelming and temporarily blinding your satellite dish. This is called a sun fade, sun transit or sun outage. These outages occur during the spring and fall, and only last for a few minutes during each occurrence. The times can be predicted, as they occur on a regular schedule.

---

* Link availability is dependent upon location within the satellite footprint, customer premises equipment, etc., and varies between 99.27% and 99.94%. Please discuss link budget analysis with your sales representative.

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Broadband Satellite Internet Access — Skycasters VSAT Satellite Internet Solutions

Stationary

Need business-class high-speed Internet access for your home or business? Our most common high-speed satellite Internet systems combine a VSAT 3100 and a 1.2 meter dish, which can be installed with a non-penetrating roof mount or pole mount. View our service plans or contact a sales engineer to talk about the right plan for your home or business.
+ more info

Mobile/Portable

Skycasters offers a proven mobile satellite Internet system that can be mounted on a truck, RV or trailer. We also offer turn-key portable satellite Internet solutions that can be easily towed to your location or shipped via common carrier, and can be used for everything from disaster relief to special event ATM machines. Either solution can be set up in less than 10 minutes. Mobile emergency rentals are available, too.
+ more info

Telemedicine

The US Government predicts rural healthcare will have broadband in five years. Can you wait? Skycasters' standard, disaster response, business continuity, and emergency rental plans will help you better serve patients either at the hospital, or in the mobile clinic.
+ more info

Business Continuity

Skycasters provides a solution that will help your business stay running at all times. Business continuity is redundant Internet access that gives your business the ability to automatically switch traffic among multiple Internet connections. When one link goes down, you get WAN/ISP failover that automatically switches your critical Internet traffic to your Skycasters connection. Meanwhile, QoS prioritization guarantees bandwidth to your most important applications.
+ more info

Virtual Private Networks (VPN)

The install coordinator was tremendously patient and diligent in their efforts to determine the source of the problem and see that it was corrected. I have nothing but praise. – Manager, Governmental research station, Customer #9XXX

Many companies require a secure connection for remote offices or telecommuters, and few standard **VPN** solutions will work well over a satellite connection. At Skycasters, we've made the necessary adjustments and adaptations to maintain the highest level of VPN know-how in the broadband satellite Internet industry. We offer both VPNs and Private IP networks at encryption levels that satisfy even the most security-conscious federal agencies.
+ more info

Educational Sales/E-Rate

Your school could qualify for discounts and government aid designed to close the digital divide. Skycasters is an authorized provider in the Federal Government's E-Rate program.
+ more info

Custom Solutions

Have a specific need? Get in touch with a Skycasters sales engineer and ask about our customized satellite Internet solutions.
+ more info

We Don't Sell Boxes. We Solve Problems.

At Skycasters, there's a reason we do not offer online ordering of our products. That's because some applications work better than others over a satellite connection. Our satellite Internet sales engineers will work with you to understand your needs and to avoid potential pitfalls.

Skycasters-trained satellite Internet sales engineers will guide you through the selection process after gaining a complete understanding of your capacity requirements and the applications you will be using. Satellite Internet is not appropriate for every situation and there is no one-size-fits-all approach.

As an experienced broadband satellite Internet provider, Skycasters believes only a discussion with one of our highly trained professionals will ensure that the very best configuration of equipment and service options are selected for your situation.

At Skycasters we only offer high-end, high-performance satellite Internet solutions. Our proven broadband satellite Internet solutions offer speeds up to 4 Mbps/1.5 Mbps with hardware costs as low as $899 and service plans starting at $149 per month. We have solutions to meet every need.

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Mobile and Portable Satellite Internet Solutions

We offer a wide range of mobile and portable satellite Internet solutions designed to meet your specific requirements. Our mobile equipment packages can provide a broadband Internet connection anywhere your vehicle can travel. These units can be mounted on a truck, van, railroad car, trailer, etc. and be deployed within minutes after arrival at your destination.

Satellite Internet service from Skycasters is the ideal way to stay connected. In fact, the service coverage footprint of satellite Internet reaches far beyond terrestrial-based and cellular-based networks. So it may be the only method possible to achieve an Internet connection.

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Skycasters Provides Point-to-Multipoint (PTMP) Internet Solutions via Satellite

Point-to-Multipoint Overview

Learn how Skycasters' satellite based Point-to-Multipoint can bring broadband service to hundreds or even thousands of end users on a single shared platform. Get a basic introduction to how it works, along with technical diagrams of the solution. Learn More.

Point-to-Multipoint solutions for Communities

This is the most important infrastructure project since the TVA. Learn how a PTMP solution from Skycasters can provide universal broadband access to your entire community from a single WiMAX tower. We can turn this dream into a reality in about 90 days. Learn More.

Point-to-Multipoint solutions for Travel Destinations

Private Resorts. Eco-Tourism Destinations. Parks. The allure of these places is their remote location and unspoiled beauty – not the kind of place you find fiber lines and cell towers. But the reality is your guests need high speed Internet access, or they won't come. Our PTMP solution delivers. Learn More.

Point-to-Multipoint solutions for Internet Cafés

Internet cafés have the greatest popularity in areas where broadband availability is the lowest. The best place for a café is where there is no other broadband available. The problem for the cybercafé owner, of course, is how to get the broadband to the café. Talk to Skycasters – not only can we deliver the Internet, but it comes with a complete back office billing and user administration system. Learn More.

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Introduction to Skycasters Point-to-Multipoint (PTMP) Shared Satellite Internet Service

What is PTMP?

Point-to-Multipoint is a way of allowing multiple users to share a single Skycasters satellite dish and Internet connection. The connection can be shared using a variety of distribution architectures, from a wired network that covers a single building, to a WiMAX network that covers 25 square miles. In a PTMP model, each end user is accounted for and billed separately. Learn More.

How Does it Work?

Every PTMP solution requires a network for the end users. This may be a wired network of a handful of computers in a café, a wireless network covering a few acres of a park or resort, or a WiMAX network that covers every home and business within a 3-5 mile radius of the tower.

This network connects the end users to a central Skycasters satellite antenna. That high-capacity antenna communicates with the Skycasters Network Operations Center, where the Skycasters PTMP server cluster is located.

When the end user accesses the Internet, they are first taken to a secure login and payment processing server within our SMTP cluster. This server takes payments, allows the user to administer their account, and authenticates the user. At that point the user is connected to the US Internet backbone through Skycasters' high capacity fiber connections. Learn More.

Technical Specifications

The Skycasters PTMP solution consists of an end user distribution network, a central antenna for communicating with the teleport, and a cluster of servers that manage user accounts. See how it all fits together. Learn More.

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Skycasters Point-to-Multipoint (PTMP) Internet for Resorts, Parks, Marinas, Hotels and Tourist Destinations

Do you need to bring Internet access to a resort, park, campground, or other vacation destination that's off the grid? We've got you covered.

In today's always-connected world, if you can't provide broadband access, you can't attract the best guests. Monthly recurring costs shouldn't prevent you from bringing the highest quality communications to the most remote locations. And because we backhaul with satellite, we can go anywhere. Learn More.

Turnkey solution.

We provide a turnkey solution, with all billing and administration handled by Skycasters, with no additional equipment at your location. We handle the credit card transactions with your guests, and you receive a residual on the income. Learn More.

Maintenance Escrow

In business, most surprises are bad – they put a strain on the bottom line and add headaches you don't need. Our Maintenance Escrow program helps even out the bumps and protects your cash flow at the same time. Learn More.

Full interoperability.

The Skycasters Point-to-Multipoint (PTMP) solution is fully compatible with any end user site

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– Director, Tourist attraction/resort operations, Customer #9XXX

distribution architecture. Our PTMP solution works well with fixed (wired) networks as well as wireless (Wi-Fi or WiMAX). We'll even help you design it. Learn More.

100% Recyclability

Satellite isn't the perfect solution. We know that. But it is the perfect solution for right now. When a better backhaul becomes available, your PTMP infrastructure will be 100% reusable, with Skycasters remaining on site as a backup. It's obsolescence protection that lets you service your guests today, while protecting your investment for tomorrow. Learn More.

Easy and safe.

When your guests access the Internet, they are taken first to a secure payment page, branded with your logo. It takes only a minute to sign up, and no special software is required. Learn More.

Pump up your Profits

Up until now, you've been stuck in a catch-22. Providing the high-speed, high-quality Internet connection your customers demanded, required a high capacity satellite link – and that came with a large monthly bill. The Skycasters PTMP solution takes that expense line and turns it into a revenue line. Now that's a sure-fire way to help the bottom line. Learn More.

Customized for you.

Choose the rate plans offered and the residual you will earn. Get additional access for your offices. You can even provide your guests with pre-paid cards. Learn More.

Backed by Skycasters.

We're Skycasters, and we're here 24/7. Our customers rely on us to provide high quality solutions in some of the most remote locations on Earth. Including paradise. Learn More.

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High Speed Internet is a Competitive Necessity for Vacation Destinations

In order to attract the best guests, you need to be able to provide broadband Internet access. In today's always connected world, it isn't an option for busy executives to be completely out of touch – even when they're supposed to be relaxing and on vacation.

It's a reality of the world we live in today. So no matter if you run a private island resort or an eco-tourism camp in the rainforest, broadband Internet is a competitive necessity. You can't attract the high paying guests and their families without one. Even if you can't get a terrestrial fiber connection at your location, you still need to be able to provide a solution.

You've probably considered satellite before – maybe even from Skycasters – and found it to be an imperfect solution. You were either stuck with a residential grade solution that wouldn't outperform the dialup connection you had in 1997, or you opted for a professional grade solution that was very fast, but the monthly charges were far too high.

Cake, prepare to be eaten.

With Skycasters Point-to-Multipoint (PTMP) solution, you can give your guests the access that they demand, without breaking the bank. Install a PTMP solution at your location, integrate it with your existing fixed or wireless network, and start providing access today. If you don't have a network on site, we'll help you design one.

Best of all, because the PTMP backhaul is through the Skycasters satellite network, we can deliver a solution pretty much anywhere.

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Skycasters Point-to-Multipoint Works with Fixed and Wireless Distribution Architecture

Full interoperability.

The Skycasters Point-to-Multipoint (PTMP) solution is fully compatible with any distribution architecture you choose to deploy at your location; although most resorts and travel destinations use a mix of fixed (wired) and wireless (Wi-Fi) to connect their guests.

The first step is to select a suitable site location for your satellite backhaul antenna. The antenna will need to be located near a building that can serve as an enclosure for the various pieces of electronics.

The satellite backhaul antenna will be mounted on a permanent mount near ground level, or on a flat roof of a building. Typical satellite backhaul antennas will be either 1.2m or 1.8m in diameter, and use a 4w or 6w BUC for transmission back to Skycasters NOC. Space and budget permitting, a second backhaul antenna can be installed for redundancy. The antenna will typically be enclosed in a privacy fence to keep non-technical personnel a safe distance away from the antenna while it is operating.

The electronics building may be an existing structure or a purpose built building. Obviously, if we can locate the antenna adjacent to or on the roof of an appropriate existing structure, we can save both time and money. The electronics building requires proper environmental controls, as well as adequate power and power backup. Often, your business office works great for this purpose. The satellite modem will be housed in the building, along with the equipment required to interconnect with your local distribution architecture, either fixed or wireless.

If you already have Ethernet cables wired to each guest room, great. We can tie the PTMP system into that network. In addition, most travel destinations like to provide wireless access to their PTMP system as well. Most wireless antennas have about a 1000 foot (300m) range – less through walls – so you can usually assume 2 antennas per floor of your guest buildings, with additional antennas to cover the grounds.

It's not as daunting as it sounds, so relax. Besides, we're Skycasters. We'll help you design it

and help you find someone to install it.

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Your installer went above and beyond once again to address our issues. – State Office of Technology, Customer #10XXX

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Point-to-Multipoint (PTMP) Solutions Designed for Internet Cafés

Skycasters makes communications possible anywhere.

Whether you're on a mountaintop, in the rainforest or on a remote island, Skycasters brings you broadband satellite Internet wherever you are. In fact, we've been setting up Internet cafés with high-speed broadband connections in remote locations for years. We deliver to some of the most remote places on the planet by backhauling via satellite.

Open for business

Our experience also means we understand the key role the café often plays in local communications infrastructure. And we know how to make it work for you as well as it works for your guests. Better still, we can help reach your goals whether you've already established a café or are considering starting a new one Learn More.

Turnkey solution

Skycasters' turnkey solutions cover everything you need, beginning to end, without the need for additional equipment at your location. We handle all billing and administration operations, so you can focus on what you do best — running your business. Learn More.

Customized for you

Choose from dozens of rate plans to suit your needs. Our solutions are designed to grow with you as your business grows. We'll handle the customer credit card transactions, providing you with a percentage of the revenue. You can even sell pre-paid cards to customers who prefer

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not to use credit cards. Oh, and we'll provide you with additional access to the Internet for your offices. Learn More.

Maintenance Escrow

Maintenance surprises can put a strain on your bottom line and give you headaches you don't need. Our Maintenance Escrow program protects your cash flow by making sure that you have the funds available for periodic maintenance, replacement parts and repairs once your warranty has expired. After all, when technology is the lifeblood of your business, you need a plan to keep it going strong. Learn More.

Works with Any Architecture

Our Point-to-Multipoint (PTMP) solution is fully compatible with any distribution architecture you choose or already have in place. It works well with fixed (wired) networks as well as wireless (Wi-Fi or WIMAX). We can even help you design the solution that fits you best if you'd like. Learn More.

Easy and safe

When your customers access the Internet, they are taken to a secure login and payment page that's branded with your logo. It only takes a minute for them to sign up, and there's no special software required. If you have more than one location, we'll make your customer accounts portable. It's that easy. Learn More.

100% Reusable

Just because satellite is the perfect solution right now doesn't me it always will be. Should a fiber cable connection become feasible at some point in the future, you may choose to hook up to it. So it's good to know that your Skycasters satellite system is 100% reusable. You simply keep it onsite as a backup system, providing business continuity should your terrestrial connection go down. It's obsolescence protection that lets you get up and running today while protecting your investment for tomorrow. Learn More.

Build a New Business

The Internet café is a simple and proven business model that has made the café a fixture that people rely on in many communities. But your options for building a café business may seem limited, at best, if your chosen location is beyond the reach of terrestrial connections. Here's where Skycasters can help. Our PTMP via satellite can bring broadband service to you wherever you are. Our solutions provide a complete technology foundation that allows you to cash in on a great opportunity. And we'll walk you through the steps to make it all work for you. Learn More.

Mobile Cafés

Build a café-on-wheels business that takes connections to your customers and allows you to build a foundation for your future — without being stuck in one place. Skycasters can provide a variety of auto-pointing antenna solutions that let you take the Internet on the road. Learn more.

Backed by Skycasters

Skycasters experts are available 24/7. And they actually work at Skycasters, so they know what they're talking about. Our customers have come to rely on us for around-the-clock technical support that's truly the best in the business. Learn More.

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Skycasters Satellite Internet VPN Solutions

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End-to-End VPN, aka Satellite VPN

An end-to-end VPN solution provides maximum security for your connection. It protects data both between the customer's remote and the teleport (via the satellite) as well as between the teleport and the customer's headquarters. While any VPN connection over satellite will experience some performance degradation, this solution provides the best performance in a true end-to-end VPN solution.

The latency inherent in a satellite transmission can be troublesome with a number of standard computer applications. Virtual private networks (**VPNs**) will run at dial-up speeds —even on a high-bandwidth connection—if not tweaked for satellite conditions.

We support a variety of VPN solutions, with more being added daily. However, it's important to recognize that not all VPN solutions will perform well over a satellite link. Before you invest in a VPN solution, be sure to discuss your plans with a sales engineer.

For a complete explanation of VPN over satellite, please read our white paper (PDF.)

Satellite VPN
The VSR-30 from Encore Networks

This product provides support for IPsec VPN, stateful inspection firewall, IP routing and QoS, and selective layer encryption (SLE). The ability to perform SLE to IPsec tunnel switching is especially crucial, as it allows Skycasters to offer both end-to-end on-net and off-net VPN. Encore's solutions enable satellite users running applications over IP to realize the benefits of broadband communications without the performance degradation often associated with satellite circuits.

For detailed VPN specifications, view the VSR-30 data sheet (PDF), or contact a Skycasters satellite Internet sales engineer.

For application description, please view our VPN Solutions technical analysis.

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Faster secure network connections using satellite Internet access.

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The SuperVPN Solution.

This solution is not an end-to-end VPN[⚲], but a hybrid solution incorporating a VPN and a PN (Private Network). This managed solution is offered as a turn-key solution to a complex problem.

It does not have the VPN-over-satellite performance limitations of its competitors because Skycasters securely connects the customer's private satellite network directly to a VPN device located in the Skycasters NOC. That VPN device communicates with a compatible device at the customer's headquarters. This solution eliminates the need to use a VPN across the space segment.

In the Skycasters SuperVPN secure network model, all data is secured across the space link by both the TDMA[⚲] architecture and session-key encryption between the remote hardware (satellite modem) and the satellite hub at the Skycasters NOC. This segment of the connection is therefore secure with or without added VPN technology.

Skycasters routes the secure traffic between its private satellite network and its customer's headquarters network across a variety of customer-selected options including point-to-point T-1 or VPN across the Internet. Since the Internet method is by far the least costly, it is the most popular. If the Internet method is chosen, then it is important to note that in the SuperVPN network configuration the VPN need only exist across the public Internet and not across the private satellite network. This completely avoids the performance problems of VPN-over-satellite because there is no VPN used across the satellite link.

As an option, split-tunneling at the Skycasters VPN router can allow non-secure traffic to directly access the Internet backbone at the Skycasters router, eliminating the need to unnecessarily backhaul this traffic to the headquarters router.

The SuperVPN Network

The Skycasters SuperVPN high-performance secure solution allows the customer to establish dedicated VPN across the Internet to connect their headquarters network with Skycasters NOC[⚲] in Akron, Ohio. In the illustration below, an IPsec VPN secures the traffic while it passes over the public Internet to and from the customer headquarters location and the Skycasters
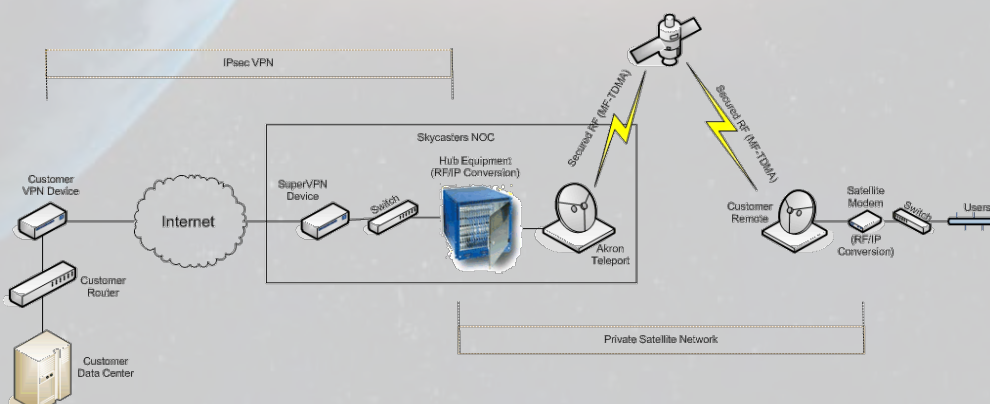
satellite gateway equipment. The traffic between the satellite uplink center and the remote satellite sites traverses the already-secure private satellite network.

[Have Someone Contact Me](#)

Please click diagram to see more clearly.

SuperVPN - VPN Segment

Since the Skycasters VSAT-powered satellite network is itself a private network, the point-to-point VPN connection only has to be made across the Internet (the public portion of the data path).

The point-to-point VPN configuration connects dedicated Skycasters routers and hub equipment at the NOC to an IPsec [?] compatible device at the customer's headquarters. A permanent VPN session is established across the Internet between the Skycasters private network and the customer's network, and all designated data traffic is sent through the established connection. In the SuperVPN scenario, the remote site computers do not require a VPN client to be installed. Also, since the encrypted private data is not tunneled end-to-end, it allows much greater speeds to be achieved by taking advantage of the performance-enhancing IP acknowledgement spoofing technologies over the space segment. These performance enhancing characteristics are disabled when using VPN service across the space-segment, so confining the VPN to only the portion of the transmission where it is needed dramatically increases performance.

SuperVPN - Space Segment

Skycasters VSAT Conditional Access utilizes encryption technology to protect the various services against unauthorized access on the satellite downlink. Conditional access provides privacy by protecting multimedia streams and digital file transmissions to a site (email, file transfers, etc) and preventing transmissions from being intercepted by any site except those designated by Skycasters.

The VSAT NOC (Network Operations Center) individually encrypts each multimedia stream or package with a unique session key. Access to a stream or package is controlled by the NOC, making its session key available in usable form to individually authorized VSAT receivers. The NOC passes to a VSAT remote unit its session keys in a scrambled format only usable by that specific receiver. Each remote includes a tamper-resistant hardware cryptofacility (secure ASIC [?]) in which unique key material has been stored during the manufacturing process. The cryptofacility is only capable of decrypting with session key material created by the NOC especially for the cryptofacility. As such, the receiver is only capable of decrypting the appropriate satellite services, and no other receiver can decrypt the service unless intentionally enabled by the NOC as part of a broadcast or multicast application.

There is no encryption algorithm required for the upstream data going from the remote to the NOC, because the upstream channels (inroutes) are inherently secure based on their method of operation. Inroutes use a Time Division Multiple Access (TDMA) method of access and transmission, which means that multiple VSAT transmitters are all using the same inroute or set of inroutes for transmission. Transmissions occur in almost random bursts on the inroutes and the TDMA time-slot assignments of the transmissions are controlled via the receive/downlink channel, so compromise of outroute security would be necessary in order to compromise inroute security.

SuperVPN - Network Security Terrestrial Segment (Internet)

All traffic across the Internet between the Skycasters VPN routers at the satellite uplink center and the customer's headquarters location is secured by IPsec. Using the latest Cisco IPsec VPN technology, Skycasters provides industry standard secured communication between our NOC and the customer HQ.

The result is that customers will connect to the Skycasters SuperVPN private satellite network with the security level of a dedicated private network, while using the Internet at a fraction of the leased line cost. Skycasters main VPN routers are located in the VSAT NOC facility and mediate all access between the Skycasters private satellite network and the customer HQ.

Conclusion

Skycasters' innovative hybrid solution, SuperVPN, solves the VPN-over-satellite performance problems while maintaining the highest levels of security. The solution provides unprecedented cost effectiveness for networks with as few as one remote satellite site. Skycasters' VPN over satellite runs more than twice as fast as comparable satellite VPN services. TDMA and session-key encryption ensure that the space segment is fully secure. IPsec VPN across the Internet keeps the terrestrial segment fully secure.

Please discuss your specific requirements with your sales engineer. Skycasters offers end-to-end VPN solutions as well as the hosted SuperVPN solution. If you prefer to manage your own VPN, you may elect to co-locate VPN hardware in our data center.

about VPNs | **end-to-end VPN** | **hosted SuperVPN**

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ARRA broadband stimulus plan

Custom Satellite Internet: Private Networks, Video Streaming, Multicast Transmission, and Healthcare

In addition to our wide line of products and services, Skycasters also offers customized solutions for special applications. They include:

- Private Networks
- Multicast Streaming
- Multicast Delivery
- Health & Medical

Private Networks

Skycasters offers the highest quality secure wide area communications. With no minimums on the size of your network or the number of satellite sites deployed, Skycasters can provide a private satellite network solution at a surprisingly affordable cost.

We are able to connect all of your satellite remote locations via satellite V-LAN or dedicated space-segment, directly to your headquarters via T-1 or frame relay PVC. With no **VPN**[?] issues to worry about, you can rely on ASIC-based hardware and DES encrypted security. And it's all backed up with patented session-key technology inherent to **VSAT**[?] (in conjunction with AT&T point-to-point high-speed circuits), providing the totally private solution that you require.

In addition to dedicated leased line connections between your headquarters and your private satellite network, we can provide dedicated routers and gateways with data center co-location. We can also provide dedicated satellite space-segment resources on a private network or VNO basis. Skycasters can often design and implement your private network solution more affordably and more quickly than a terrestrial solution.

Multicast Streaming—Live

Is live communication an essential part of your business? Streaming live video over the Internet can be very costly and doesn't always produce the intended results. Thankfully, Skycasters can help you deliver communications to your remote business locations quickly and affordably, without sacrificing quality.

With multicast streaming, Skycasters takes your live media and broadcasts it to your end-users simultaneously. You'll save money by using less bandwidth. Plus, your video will be sent by

The service is very good, much better than the average satellite company. I can connect to my office via VPN to access a database driven software package. – Richard L., Customer #9XXX

satellite, bypassing the Internet entirely. Which means faster, more reliable and higher quality distribution of your multimedia content.

With multicast streaming you can:

- Broadcast special events
- Conduct live training sessions
- Address all your remote contacts live, right on their desktop computers
- Employ other business critical applications that will make your team more efficient and save your company money
- Create your own business television channel

Multicast Delivery—Content and Large Files

Multicast delivery allows video, audio, graphics, and data files of any size, from megabytes to gigabytes, to be transmitted simultaneously to any number of locations at a fraction of the cost of traditional delivery systems. Skycasters True IP Multicast transmission with secure conditional access ensures that your designated recipients receive your data file simultaneously, in the shortest possible time, at the lowest possible price. Multicast Delivery can help you streamline communications and give your business a significant competitive advantage.

Multicast Delivery lets you

- Send an entire CD's worth of data in minutes, with distribution at 3Mbps
- Group sites that your company frequently sends information to using the "communities" feature
- Deliver content with absolutely no size limitations
- Send information on your own schedule, anytime of day, 24-7
- Confirm delivery of your content
- Ensure security with transmission encryption

Health & Medical

Skycasters broadband service offers secure HIPAA-compliant connectivity between doctors' offices, hospitals and insurance/HMO providers. Our solutions help keep physicians connected to patients, suppliers, medical databases, hospitals, and fellow doctors across town or around the world. In a matter of seconds, healthcare workers can exchange patient records with specialists and other healthcare facilities. This allows for more efficient collaboration and communication among doctors in a field where time and decision-making are often critical factors in patients' health.

With regard to billing and accounting procedures, insurance and HMO companies can also benefit from our HIPAA-compliant VPN security, as it protects confidential patient information and removes liability issues from the healthcare provider.

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Want to learn more about the fastest, most reliable broadband satellite Internet for business continuity?

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Healthcare Telemedicine — VSAT Satellite Internet Solutions

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Stationary Antenna

Hospitals and clinics have critical need for business-class high-speed Internet access. Skycasters specifically serves critical need operations. Our most common high-speed satellite Internet systems combine a VSAT 3100 and a 1.2 meter fixed dish, which can be installed with a non-penetrating roof mount or on a pole. View our service plans or contact a sales engineer to talk about the right plan for your hospital or clinic.
+ more info

Mobile/Portable

Skycasters' proven mobile satellite Internet system that can be mounted on an ambulance, mobile command center or trailer. We also offer turn-key portable satellite Internet solutions that can be easily towed to your location or shipped via common carrier, and can be used for everything from disaster relief to health fairs, or other special event. Either solution can be set up in less than 10 minutes. Mobile emergency rentals are available, too.
+ more info

Business Continuity

Skycasters provides a solution that will help keep your healthcare facility running at all times. Business continuity is redundant Internet insurance that gives your medical business the ability to automatically switch traffic among multiple Internet connections. When one link goes down, you get WAN/ISP failover that automatically switches your critical Internet traffic to your Skycasters connection. Meanwhile, QoS prioritization guarantees bandwidth to your most important applications.
+ more info

Virtual Private Networks (VPN)

Many telemedicine applications require a secure connection for transmission of critical and confidential information, and few standard VPN [?] solutions will work well over a satellite connection. At Skycasters, we've made the necessary adjustments and adaptations to maintain

The install
coordinator was
tremendously
patient and diligent
in their efforts to
determine the
source of the
problem and see
that it was
corrected. I have
nothing but praise. –
Manager,
Governmental
research station,
Customer #9XXX

the highest level of VPN know-how in the broadband satellite Internet industry. We offer both VPNs and Private IP networks at encryption levels that satisfy even the most security-conscious medical institutions.
+ more info

Educational Sales/E-Rate

Your medical, nursing or field services school could qualify for discounts and government aid designed to close the digital divide. Skycasters is an authorized provider in the Federal Government's E-Rate program.
+ more info

Custom Solutions

Have a specific need? Get in touch with a Skycasters sales engineer and ask about our customized satellite Internet solutions.
+ more info

We Don't Sell Boxes. We Solve Problems.

At Skycasters, there's a reason we do not offer online ordering of our products. That's because just like some applications work better than others over a satellite connection, business grade equipment, being far more powerful than consumer grade equipment, requires rocket science to release its power.

Our satellite Internet sales engineers will work with you to understand your needs and guide you through the selection process, after gaining a complete understanding of your capacity requirements and the applications you will be using, to help you avoid potential pitfalls. Satellite Internet is not appropriate for every situation, and there is no one-size-fits-all approach.

As an experienced broadband satellite Internet provider, Skycasters believes only a discussion with one of our highly trained professionals will ensure that the very best configuration of equipment and service options are selected for your situation.

At Skycasters we only offer high-end, high-performance satellite Internet solutions. Our proven broadband satellite Internet solutions offer speeds up to 4 Mbps/1.5 Mbps with hardware costs as low as $899 and service plans starting at $149 per month. We have solutions to meet every need.

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Enabling faster and more reliable IP Networking - Anywhere

Spacenet designs, develops, and manages services for wireline and wireless broadband network solutions. Our high-performance communications solutions meet the needs of business, government and industrial organizations that require fast, flexible, and geographically dispersed two-way Internet or private access. Utilizing nearly 30 years of industry leading experience, Spacenet serves more than 100,000 customer locations. With our unique blend of technology leadership, solution innovation, and customer intimacy, Spacenet clients benefit from high reliability and performance, ease of installation and nationwide availability.

Spacenet solutions deliver all the benefits of the next generation IP network leveraging the best available broadband technology to deliver cost efficient and reliable communications.

Primary, stand-by & transportable solutions

Single network for voice, video & data

Hybrid networks for maximum availability

One-stop-shop for total managed solution

Connectivity Options

Satellite (VSAT)

Wireline (DSL, cable, frame relay)

Wireless (EV-DO)

Hybrid networks (combination of two or more)

Application Support

Broadband data, voice and video

WiFi hot spot

Digital media

Backup/business continuity

PCI compliance

Network Management

Design and implementation

Centralized deployment/installation

Program management

24X7 US helpdesk

Monitoring Features

Proactive monitoring

Network reports

Firewall/security management

Traffic management

We offer a complete product and services portfolio for applications ranging from primary communications for corporate applications and secure data transfer, to hot stand-by solutions for continuity of operations and network backup, to field deployable solutions for disaster recovery and emergency management.

Spacenet manages a self owned and operated multi-million dollar end-to-end services infrastructure including network management, field services and carrier class teleport facilities in Virginia, Georgia and Illinois. Our coverage areas include North America, including the continental US, Alaska, Hawaii, Puerto Rico, the US Virgin Islands, and Canada.

Spacenet is a wholly owned subsidiary of Gilat Satellite Networks Ltd. (Nasdaq: GILT).

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Founded in 1981, Spacenet Inc. is a leading provider of high-performance satellite and hybrid terrestrial broadband services for enterprise, small business and government clients. Spacenet has a longstanding tradition of industry leadership and innovation, and today has deployed more than 100,000 network endpoints for customers including many Fortune 100® companies and major government agencies. Spacenet operates its own end-to-end services infrastructure including network management, field services and three state-of-the-art teleport facilities.

SPACENET

Spacenet at a Glance

> 25+ years of satellite industry leadership
> 100,000+ sites deployed worldwide
> Three self-owned and operated teleports
> Only Cisco certified VSAT company in US

Markets Served

> Corporate Enterprise
> Retail
> Financial Services
> Healthcare
> Utility & Energy
> Government

High Performance Networking Anywhere™

Spacenet delivers a complete portfolio of high performance networking services, employing the latest in both satellite (VSAT) and terrestrial technologies. Wide area networking solutions are available as either a custom developed private network or Spacenet's pre-packaged commercial-grade Connexstar service.

Custom & Hybrid Networks

Private hubs and virtual private hubs enable large enterprise and government clients to tailor their Spacenet Custom Network to their unique application and security requirements. Hybrid Networks, combining VSAT and terrestrial service like DSL lines, provide service to 100% of nationwide locations and continuity of operations solutions to maximize network uptime.

Connexstar Satellite Services

A line of commercial-grade off-the-shelf services, Connexstar is offered in three different series, each optimized to support different application environments. Designed with enterprise and government clients in mind, Connexstar provides fully converged voice, video, and data communications over a high performance VSAT link. Available in fixed or transportable versions, Connexstar offers some of the best SLAs in the industry.

SPACENET®

Custom & Hybrid Networks

For over 25 years, Spacenet has developed custom network solutions for clients across a variety of industries including retail, hospitality, financial services, healthcare, energy/utility and government. Today Spacenet counts 18 of the Fortune 500® and several of the largest federal and state government organizations among its marquis clientele. Engineered to support a range of applications from security compliant financial transactions to high bandwidth digital media and two-way video traffic, Spacenet custom networks feature:
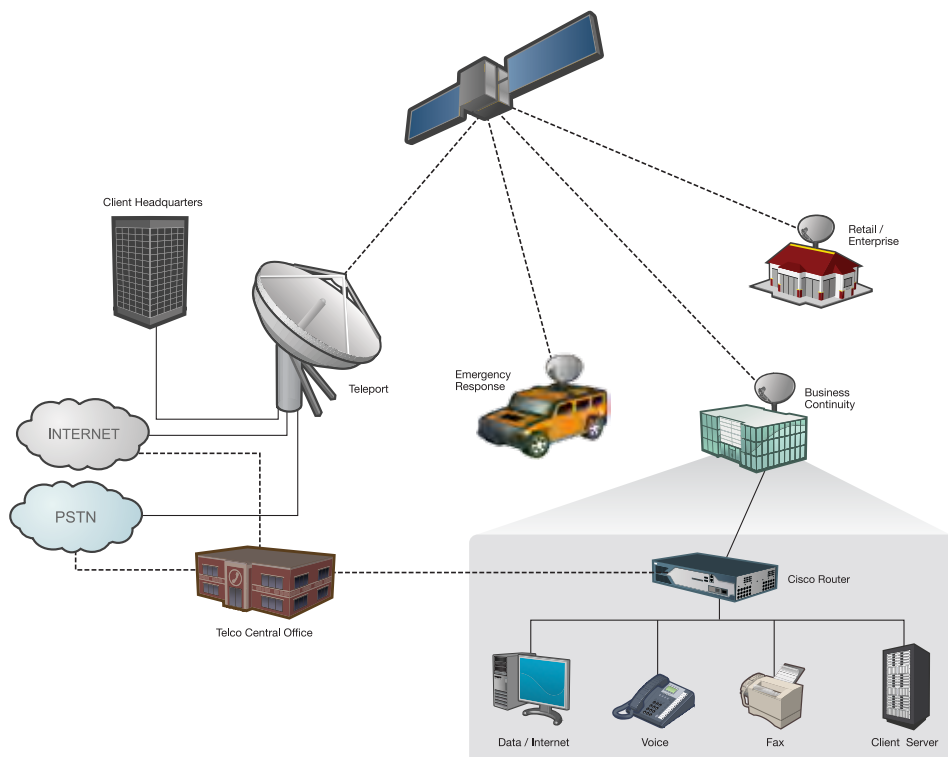
- ·· 100% Nationwide Coverage
- ·· Converged Voice, Video, & Data Capability
- ·· Continuity of Operations Solutions
- ·· Rapid Deployment Transportable Systems
- ·· Industry's Only Cisco® Router Integrated VSAT
- ·· 24 x 7 Customer Support
- ·· Total Managed Solutions – Design, Implementation, and Maintenance

Private & Virtual Private Satellite Networks
Tailored to the unique application environment of the client, Spacenet Private and Virtual Private Satellite Networks offer a fully customized service including dedicated bandwidth and in some cases dedicated teleport equipment. Generally suited to enterprises with a large number of geographically dispersed remote locations, Private Satellite Networks provide the ultimate in wide area networking security and customization.

Hybrid Satellite & Common Carrier Networks
Combining the best of satellite and common carrier technologies, Spacenet Hybrid Networks leverage the strengths of various last mile links into a unified architecture to deliver an optimum of price/performance and network availability. Utilizing the Cisco VSAT Network Module or Spacenet's proprietary Prysm™ network appliance, Spacenet hybrid solutions integrate DSL, Cable, Private Line, fixed wireless and VSAT technologies into a single contiguous network.

Client Headquarters
Teleport
INTERNET
PSTN
Telco Central Office
Emergency Response
Retail / Enterprise
Business Continuity
Cisco Router
Data / Internet   Voice   Fax   Client Server

Custom Networks
Tailored to the mission critical demands of Fortune 500 and government organizations

Connexstar VSAT Services
Pre-packaged services designed specifically for converged communication environments with voice, video and high-throughput data. Ideal for mobile and disaster recovery applications.

connexstar℠ by Spacenet

The High Performance Choice for Non-Stop Networking™

- **Engineered for performance:** Optimized with higher speeds and lower contention than competing services
- **Unmatched service guarantees:** The only off-the shelf VSAT service to provide a Minimum Assured Speed and Network Availability SLAs.
- **Exclusively commercial-grade:** Providing a higher level of security for Connexstar customers, compared to other VSAT services.
- **Highly scalable:** Seamlessly supports networks ranging from a single location to thousands of individual sites.
- **The reliable choice:** Employs a self-owned and operated infrastructure and over 25 years experience in mission critical networking.

connexstar℠ performance

Designed exclusively for converged communications, Connexstar Performance Series simultaneously supports carrier-class digital voice, two-way video and broadband data applications at speeds up to 3Mbps. Intended for mission critical deployments, the Performance Series suits a wide range of environments including emergency response vehicles, remote industrial sites, and enterprise business continuity solutions. With high speeds and low contention, Connexstar Performance offers a robust high-throughput satellite service delivering excellent performance for the most demanding environments.

	PS-256	PS-512	PS-1024
Upload Speed	256 kbps	512 kbps	1024 kbps
Download Speed	1024 kbps	1024 kbps	1024 kbps
Download Speed Upgrade Options	2048 kbps / 3072 kbps	2048 kbps / 3072 kbps	2048 kbps / 3072 kbps
Typical Network Speed	80% of upload or download	80% of upload or download	80% of upload or download
Minimum Assured Speed*	50% of upload or download	50% of upload or download	50% of upload or download
IP Addresses	5 static public	5 static public	5 static public
TCIP/IP Sessions	up to 96 sessions	up to 96 sessions	up to 96 sessions
Public Internet Access	Yes	Yes	Yes
Optional Voice/Fax Support	Yes - up to 4 lines	Yes - up to 6 lines	Yes - up to 6 lines

connexstar℠ broadband

Optimized for commercial grade broadband data applications, the Connexstar Broadband Series of VSAT services provides high-quality satellite communications at speeds up to 2Mbps. The Broadband Series is designed to support a wide range of uses including: Internet and intranet access, corporate back-office systems, digital content distribution, and other applications requiring high availability broadband connectivity. With the industry's only "Minimum Assured Speed" in a pre-packaged VSAT service, Connexstar Performance and Broadband Series offer a robust commercial grade satcom solution in easy turn-key packages.

	BB-128	BB-256	BB-512
Upload Speed	128 kbps	256 kbps	512 kbps
Download Speed	1024 kbps	1024 kbps	1024 kbps
Download Speed Upgrade Options	2048 kbps	2048 kbps	2048 kbps
Typical Network Speed	50% of upload or download	50% of upload or download	50% of upload or download
Minimum Assured Speed*	25% of upload or download	25% of upload or download	25% of upload or download
IP Addresses	5 static public	5 static public	5 static public
TCIP/IP Sessions	up to 64 sessions	up to 64 sessions	up to 64 sessions
Optional Voice/Fax Support	No	No	Yes - up to 4 lines

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Complete Networking Solutions for Multi-site Enterprises

Services Overview

Wireline/Wireless
Connectivity Options

Satellite Connectivity

Integrated Network
Appliance – Prysm

Spacenet provides a comprehensive range of communications solutions and managed network services that help you streamline your network infrastructure and support your comprehensive range of business applications. We help multi-site enterprises manage their networks more effectively so you can focus on fulfilling your critical business priorities.

With a full range of connectivity options, management services, and value-added applications, Spacenet can serve as a single source for all of your broadband network requirements, or can provide a selected range of services based on your needs.
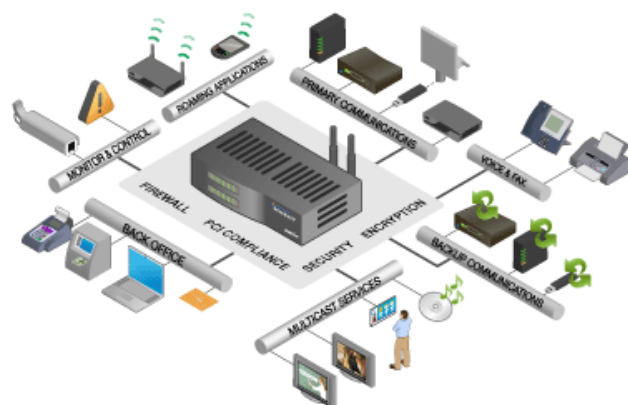
Our goal is to understand your business and propose an efficient and cost-effective network solution that will increase your capabilities and your network ROI. Advantages of working with Spacenet include:

- 30 years of network design and management experience
- Wide range of wireline and wireless technology solutions
- Access to hundreds of nationwide subcontractors and installers
- Built-in network redundancy and backup solutions available
- 24X7 support with a US based call center
- Comprehensive network operations with internal software development resources

Whether you are looking to support your existing locations with broadband, expand coverage to new locations, deploy new applications such as WiFi or digital media, or need streamlined network management capabilities, Spacenet is here to help you meet your network requirements more efficiently and easily. With our wide range of connectivity solutions, hardware options and network management tools, we will work together to determine which service or product is right for you. Benefits include:

- Hassle-free solution - we serve as your master aggregator/integrator and provide ongoing support
- Scaleable platform to support your expanding applications at multiple locations
- Risk mitigation with guaranteed business continuity and network backup at a cost-effective price
- Focus less on infrastructure management and more on strategic priorities
- Central network management for all of your locations

*"The rollout of our Spacenet network went very smoothly and it now provides us with a **full-time, always-on network connection that is highly reliable.**"*

Senior VP of Information Systems

Connectivity Options
Satellite (VSAT)
Wireline (DSL, cable, frame relay)
Wireless (EV-DO)
Hybrid networks (combination of two or more)

Application Support
Broadband data, voice and video
WiFi hot spot
Digital media
Backup/business continuity
PCI compliance

Network Management
Design and implementation
Centralized deployment/installation
Program management
24X7 US helpdesk

Monitoring Features
Proactive monitoring
Network reports
Firewall/security management
Traffic management

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Wireline and Wireless Connectivity

Services Overview

Wireline/Wireless
Connectivity Options

Satellite Connectivity

Integrated Network
Appliance – Prysm

Spacenet provides a range of wireline and wireless technologies to provide an optimal balance of price and performance for your network. We can provide one technology solution or can combine multiple options such as DSL and satellite to support all of your voice, video and data applications at all of your nationwide locations.

Technology	Description	Pros/Cons
VSAT	Satellite networks send and receive data via high-frequency radio waves bounced off a satellite in orbit, providing a single continent-wide wireless last-mile solution. A Very Small Aperture Terminal (VSAT) is a device that is used to receive satellite transmissions and is capable of sending and receiving high-speed video, data and audio.	• Independent of terrestrial infrastructure • Up to 6 Mbps • Designed for multicast and broadband • Available virtually anywhere – one provider for broad coverage
DSL/Cable	DSL is a family of technologies that provide digital data transmission over the wires of a local telephone network. A cable modem is a type of modem that provides access to a data signal sent over the cable television infrastructure. Cable modems are primarily used to deliver broadband Internet access in the form of cable internet, taking advantage of unused bandwidth on a cable television network.	• Uses existing last mile infrastructures • Up to 6 Mbps (Cable) and 3 Mbps (DSL) • Designed specifically for broadband • Increasing geographic availability – requires multiple providers for broad coverage
Fixed Wireless/ EV-DO	Fixed Wireless services connect two fixed locations with a radio or other wireless link to enable data communications. The point-to-point signal transmissions occur through the air over a terrestrial microwave platform. EV-DO is a 3G high-speed digital data service provided by cellular carriers worldwide that use the CDMA technology.	• Common carrier technology • Up to 1.5 Mbps • Designed for broadband • Available in most metropolitan U.S. cities
T-1/Leased Line	A leased line is a symmetric telecommunications line connecting two locations. It is sometimes known as a 'Private Circuit' or 'Data Line', and can be used for telephone, data or Internet services. T-1 lines are a popular type of leased line option that provides a dedicated phone connection configured to carry voice or data traffic.	• Common carrier technology • Up to 1.5 Mbps • Designed for broadband • Available in most locations – requires multiple providers for broad coverage

Spacenet Hybrid Network solutions will simplify the challenge of managing a complex network and keep your critical communications online so you can focus on your business. Spacenet Hybrid Networks are custom solutions that leverage the strengths of various last mile links into a unified architecture to deliver optimal price/performance and network availability. Utilizing the Cisco® VSAT Network Module or Spacenet's proprietary Prysm Pro network appliance, Spacenet hybrid solutions integrate DSL, Cable, Private Line, fixed wireless and VSAT technologies into a single

Spacenet Custom and Hybrid Networks

contiguous network.

Click here to learn more about hybrid satellite networks.

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Satellite Connectivity

Services Overview

Wireline/Wireless
Connectivity Options

Satellite Connectivity

Integrated Network
Appliance – Prysm

Spacenet satellite solutions are designed to address the unique applications and operating environments of our clients. Whether your organization needs secure broadband networking, network backup, real-time video, or all three, Spacenet delivers the ideal combination of satellite and terrestrial technology to meet your specific requirements. We offer our family of pre-packaged Connexstar™ networking services in addition to an array of customized networking options, including Private Satellite Networks, Virtual Private Satellite Networks and Hybrid Satellite & Common Carrier Networks.

Connexstar is Spacenet's line of commercial grade pre-packaged VSAT services, optimized for the best performance for mission critical application environments. Connexstar services include some of the best SLAs in satellite communications, including the industry's only "Minimum Assured Speed" guarantee, as well as 24 x 7 customer support and professional-grade installation and maintenance options. All Connexstar services are based on the industry leading Gilat SkyEdge family of satellite communication products and are available with the Cisco® VSAT Network Module.

StarBand, a service provided by Spacenet Inc., is a value oriented two-way high-speed satellite Internet access service available for small office/home office (SOHO) and small business customers. Learn more about StarBand here.

Connexstar Performance - Up to 5Mbps

Spacenet's highest-performance services, designed specifically for converged communication environments with voice, video and high-throughput data applications.

Suitable for emergency response vehicles, oilfield exploration, mining facilities, corporate offices, or other fixed or transportable locations requiring multi-seat voice, data, or video communications capability.

Toggle Specifications

	PS-256	PS-512	PS-1024
Upload Speed	256 kbps	512 kbps	1024 kbps
Download Speed	1024 kbps	1024 kbps	1024 kbps
Download Speed Upgrade Options	2048 kbps / 3072 kbps / 5120 kbps	2048 kbps / 3072 kbps / 5120 kbps	2048 kbps or 5120 kbps
Typical Network Speed	>80% of upload or download	>80% of upload or download	>80% of upload or download
Minimum Assured Speed	50%+ of upload or download	50%+ of upload or download	50%+ of upload or download
Network Availability	99.7%	99.7%	99.7%
IP Addresses	5 static public	5 static public	5 static public
TCP/IP Sessions	up to 96 sessions	up to 96 sessions	up to 96 sessions
Public Internet Access	Yes	Yes	Yes
Optional Voice/Fax Support	Yes	Yes	Yes

Connexstar Broadband & Connexstar Enhanced - Up to 2Mbps

High-speed services optimized for commercial-grade broadband data usage with high reliability

Designed for corporate offices, retail stores, restaurants, financial institutions, healthcare organizations, and other fixed or transportable locations requiring multi-seat high-quality broadband data. Similar in performance and capabilities to the CX Broadband Series, Connexstar Enhanced is designed specifically for use in ultra remote locations, including customers in Alaska, Hawaii, and parts of western Canada.

Toggle Specifications

	BB-128	BB-256	BB-512	E-256	E-512
Upload Speed	128 kbps	256 kbps	512 kbps	256 kbps	512 kbps
Download Speed	1024 kbps	1024 kbps	1024 kbps	1024 kbps	1024 kbps
Download Speed Upgrade Options	2048 kbps	2048 kbps	2048 kbps	2048 kbps	2048 kbps
Typical Network Speed	50% of upload or download	50% of upload or download	50% of upload or download	50% of upload or download	50% of upload or download
Minimum Assured Speed*	25% of upload or download	25% of upload or download	25% of upload or download	25% of upload or download	25% of upload or download
Network Availability	99.7%	99.7%	99.7%	99.7%	99.7%
IP Addresses	5 static public	5 static public	5 static public	5 static public	5 static public
TCP/IP Sessions	up to 64 sessions	up to 64 sessions	up to 64 sessions	up to 64 sessions	up to 64 sessions
Optional Voice/Fax Support	No	No	Yes	Yes	Yes

*Certain terms and conditions may apply.

Connexstar Transaction - Up to 2Mbps

Always-on narrowband links optimized to support transaction-based traffic including retail POS/credit, SCADA, monitoring and more.

Designed for remote sensing sites, pipelines, power, water and other utility distribution sites, and other fixed locations requiring highly reliable remote sensing or transaction connectivity.

Toggle Specifications

	TS-600	TS-1200	TS-1800	TS-3600	TS-5400	TS-9000*
Transactions per Hour	Up to 600	Up to 1200	Up to 1800	Up to 3600	Up to 5400	Up to 9000
Average Response Time	<1 second	<1 second	<1 second	<1 second	<1 second	<1 second
Maximum Transaction Payload	Up to 100 bytes	Up to 100 bytes	Up to 100 bytes	Up to 100 bytes	Up to 100 bytes	Up to 100 bytes
Network Availability	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%
IP Addresses	5 static public	5 static public	5 static public	5 static public	5 static public	5 static public
TCP/IP Sessions	up to 32 sessions	up to 32 sessions	up to 32 sessions	up to 32 sessions	up to 32 sessions	up to 32 sessions
Public Internet Access	No	No	No	No	No	No
Optional Voice/Fax Support	No	No	No	No	No	No

*Additional blocks of TS-9000 can be purchased to support higher transaction volume requirements.

Connexstar Digital Phone

Spacenet's carrier-class Digital Phone service enables customers to make clear digital telephone calls, in addition to receiving business class Internet access, and real-time video over the same high-performance satellite link. Unlike traditional VoIP based services that leverage the open public Internet to provide inexpensive long distance calls, Connexstar Digital Phone, is a carrier class service that is directly connected to the public switched telephone network (PSTN) and provides toll quality calls and satellite phone lines that are FCC 911 compliant.
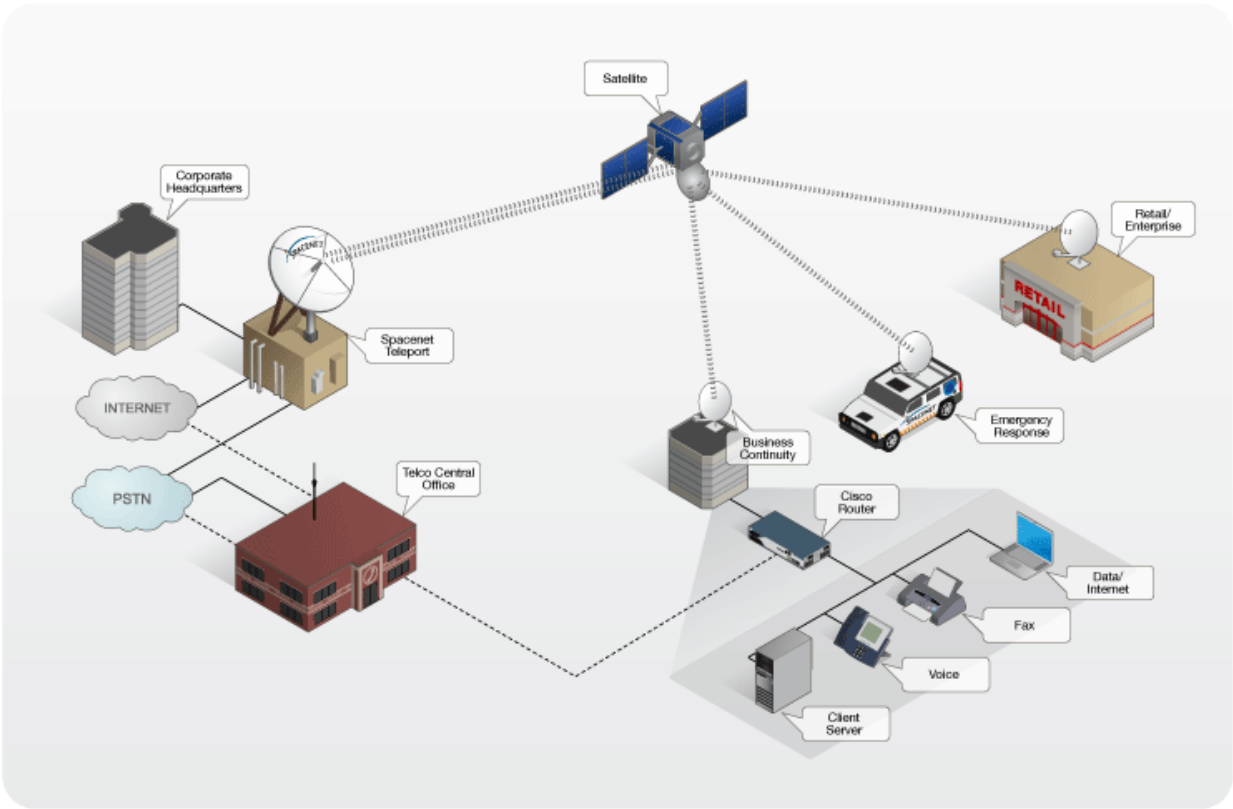
Voice and data channels are completely separated, actually operating on different frequency channels, to ensure a high Quality of Service for mission critical applications like emergency response, oilfield operations, or business continuity. In addition, Digital Phone supports analog plain paper fax services as well as a variety of IP-based devices.The service is available as an option with Spacenet's Connexstar Performance Series, Enhanced Services and select versions of the Connexstar Broadband Series satellite communications services.

Custom & Private Satellite Networks

Tailored to the unique application environment of the client, Spacenet Private and Virtual Private Satellite Networks offer a fully customized service including dedicated bandwidth and in some cases dedicated teleport equipment. Generally suited to enterprises with a large number of geographically dispersed remote locations, Private Satellite Networks provide the ultimate in wide area networking security and customization.

Hybrid Satellite & Common Carrier Networks

Spacenet Hybrid Networks are custom solutions that leverage the strengths of various last mile links into a unified architecture to deliver optimal price/performance and network availability. Utilizing the Cisco® VSAT Network Module or Spacenet's proprietary Prysm Pro network appliance, Spacenet hybrid solutions integrate DSL, Cable, Private Line, fixed wireless and VSAT technologies into a single contiguous network.

Spacenet Connexstar Standard Services

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Markets & Applications

Enterprise

Industrial, Oil & Gas

Government

Small Business / StarBand

Spacenet solutions are designed to address the unique applications and operating environments of our clients. Whether your organization needs carrier class telephone service, secure broadband networking, real-time video, or a combination of all three, our high performance communications solutions and managed network services will make your network easier to manage, more efficient, and more reliable. Click on the links below to find out how Spacenet services can meet your application requirements and solve your networking challenges.

Enterprise

- Retail & Hospitality
- Finance
- Healthcare
- Energy
- Gaming

Industrial

- Oil & Gas, Mining, Forestry

Government

- State & Local
- Federal

Applications

- Emergency Response/Mobility
- Business Continuity
- Digital Distribution

*"We demand the best and most reliable in IT infrastructure to serve our customers. The new features of the Connexstar services are an **ideal fit for our network requirements** and will further enhance our business operations."*

Chief Information Officer, H-E-B

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Whatever your industry or application environment, there's a Spacenet networking solution that fits your needs. From financial services and healthcare, to energy services, to restaurant and hospitality, to lottery and retail, Spacenet's communications solutions and managed network services can help your organization stay online, improve your efficiency, and even mitigate some of the operational and safety risks that can come from communication downtime.

Markets

Retail & Hospitality

Spacenet communications solutions and managed network services serve retail & restaurant networks ranging from single locations to more than 8,000. For more information, please view the Spacenet Retail & Hospitality Case Study.

Finance

Financial organizations leverage Spacenet's solutions for hot stand-by communications, multicast and overlay networking capabilities to enhance network uptime and increase efficiency/cost-effectiveness. For more information, please view the Spacenet Finance Case Study.

Healthcare

Spacenet services help healthcare organizations support telemedicine applications and comply with strict data security regulations. For more information, please view the Spacenet Healthcare Case Study.

Energy

Leading energy companies use Spacenet's unique all-weather solutions and wireless technology for reliable AMR and SCADA applications as well as reliable VoIP, video and data communications in oilfield operations. For more information, please view the Spacenet Energy Case Study.

Gaming

Leading integrators use Spacenet's network services to meet high availability requirements at nationwide lottery and casino locations. For more information, please view the Spacenet Gaming Case Study.

Applications

Emergency Response/Mobility

Spacenet services deliver the industry's most innovative solutions for go-anywhere communications. For more information, please view the Spacenet Mobility Application Brief.

Business Continuity

Discover how Spacenet's services can help reduce the operational risks of downtime including lost revenue and productivity, and safety concerns. For more information, please view the Spacenet Business Continuity Application Brief.

Digital Distribution

Learn how Spacenet solutions deliver multicast and digital content affordably and reliably to some of the largest enterprises. For more information, please view the Spacenet Digital Distribution Application Brief.

"We demand the best and most reliable in IT infrastructure to serve our customers. The new features of the Connexstar services are an ideal fit for our network requirements and will further enhance our business operations"
Chief Information Officer, H-E-B

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Spacenet Industrial Services

Enterprise

Industrial, Oil & Gas

Government

Small Business / StarBand

Manage Every Site and Every Application with a Single Platform

Introducing a more reliable, secure and cost-effective network

Maintaining a sophisticated and high-performance communications system is critical for maximizing data accuracy and reducing operating costs. To meet your requirements, Spacenet provides a complete end-to-end and seamless wireless solution for all of your locations that can be integrated with wireline and wireless technologies including satellite, WiFi, EVDO and terrestrial networks.

It supports a wide range of advanced applications including data, voice, video and SCADA. In addition, it can provide built-in network redundancy for high availability networks, has quick network deployment times with transportable options available, provides faster data transmission and quick response times with real-time control, and is a scaleable network platform with flexible bandwidth. And best of all, the entire network can be managed from one location for complete simplicity.

Spacenet offers a broad range of services for utility and industrial organizations including:

- A range of wireline and wireless technologies that support converged voice, video and data
- Transportable solutions for rapid deployment or short-term connectivity
- Unique all-weather solutions for extreme environmental conditions
- Advanced network management and performance optimization capabilities

Our customers benefit from:

- Support for advanced applications – data, voice, video, SCADA, etc.
- Built-in network redundancy for high-availability networks
- Reduced risk with SLA backed services
- Quick network deployment – fixed and transportable options available
- Faster data transmission and quick response times
- Scaleable network platform
- Real-time control

Resources

Enhanced Support Services

Oil and Gas Case Study

About Spacenet Brochure

Remote Technology

To speak to a Spacenet representative immediately, please call 866.480.2263 or email us.

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Spacenet Government Solutions

Enterprise

Industrial, Oil & Gas

Government

Small Business / StarBand

Spacenet provides end-to-end fully integrated managed network services to state & local, federal and civilian government agencies, including:

- Fixed VSAT networks for mission-critical applications
- Transportable solutions for rapid deployment and disaster recovery
- Continuity of operations planning (COOP) connectivity

We provide equipment, bandwidth, implementation and ongoing network and field support on a full turnkey, outsource basis. These services are designed to meet the security, reliability and performance requirements of military, homeland security, first responder, and other government agencies.

Click on the links below for more information.

Communications Solutions for the Federal Government

Provided by Spacenet Integrated Government Solutions (SIGS)

Emergency Communications & Continuity of Operations Planning (COOP) for State & Local Government Agencies

News & Updates

Raysat Antenna Systems US Division Now Operating Under Spacenet Integrated Government Solutions (SIGS) Management

Gilat announces agreement to acquire Raysat Antenna Systems

Spacenet Names Susan Miller to Lead its Integrated Government Solutions Division

Spacenet Expands Satellite Communications Options for Government Organizations with New FIPS 140-2 Certified Encryption Solution

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Enterprise

Industrial, Oil & Gas

Government

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Spacenet Integrated Government Solutions (SIGS) primary focus is to provide fully integrated end-to-end communications solutions that meet and exceed the mission-critical needs of the Defense, Intelligence, Homeland Security, Public Safety, Federal and Civilian government agencies.

SIGS provides Managed Network Services in the U.S. and other parts of the world using an extensive network of secure and reliable teleports, and offers both pre-packaged subscription services and custom offerings tailored with the end user in mind so that they are free to focus on their core mission. SIGS supports standards-based, flexible, interoperable and product agnostic solutions.

SIGS leverages a long history and culture of technical excellence, research and development, and system integration capabilities that produce solutions that work the first time, every time.

A few examples of services from our portfolio of offerings include:

Satellite Equipment and Services
Fixed, Communications on the Pause (COTP) and Communications on the Move (COTM) satellite network solutions with either custom high speed data rates or pre-packaged speeds, CIR's and SLA's.

Emergency Communications Services (ECS)
On-demand, pay-as-you-use, pre-packaged services with various data rates for first responders, public safety, emergency and disaster communications or business continuity.

Integration
Seamless integration of voice, video, encryption and acceleration services for both custom and pre-packaged offerings.

Life Cycle Management
Life-cycle management of various offerings that includes installation, warranty, logistics, 24x7x365 monitoring and maintenance.

Professional Services
Professional services that include complex design of terrestrial and satellite networks, application and bandwidth optimization, turnkey systems and network integration support.

Spacenet holds a GSA Schedule contract for its Connexstar satellite services and equipment - GS-35F-0569T.

GSA Schedule
Contract GS-35F-0569T

Spacenet Integrated Government Solutions (SIGS) is a U.S. owned and operated division of Spacenet Inc. and is based outside of Washington D.C in McLean, VA.

For more information call 866-480-2263 or email spacenetinfo@spacenet.com.

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Spacenet Services for State and Local Governments

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MoDOT
Emergency response network via satellite for public safety

Louisiana Public Safety
Critical communications during and after back-to-back hurricanes

Large Public Safety Agency
Network for primary applications and continuity of operations

United States Postal Service
Redundant network for always on communications

MoDOT

For the MoDOT, a satellite network provides a reliable backup and emergency communications system to ensure critical communications always stays online, and enables coordination with other agencies and support personnel.

Learn more about MoDOT

Spacenet provides solutions to meet the varying communications requirements of state & local government agencies and serves the needs of state & municipal networks, police and fire departments, and emergency relief organizations.

Whether you need short-term consultative services and technical expertise, or a fully integrated comprehensive wide area network solution, Spacenet offers a complete range of services and products to support your organization, including professional services, network integration, satellite equipment, managed satellite and hybrid solutions.

Click here for information on services for federal and defense agencies.

Call 866-480-2263 or email spacenetinfo@spacenet.com

Products & Services

A few examples of services from our portfolio of offerings are listed below.

Satellite Equipment and Services – fixed and transportable satellite network solutions with either custom high speed data rates or pre-packaged offerings to support continuity of operations and network backup or rapidly deployable transportable communications.

- Pay-as-you-use Emergency Communications Service (ECS) via satellite
  ECS provides organizations with access to an affordable and flexible emergency communications solution that provides readily available communications via satellite to virtually any U.S. location. Learn more about our emergency communication services.

- Integrated land mobile radio and satellite communications solutions
  Spacenet provides interoperable LMR and satellite options, including seamless and cost-effective backhaul for LMR and backup to terrestrial lines that support the Public Safety Access Points (PSAPs). Learn more about Spacenet's LMR solution.

- Emergency communications vehicles with integrated satellite service
  Spacenet's Emergency Communications Vehicle represents a transportable 'command post' and provides converged data, voice, and video communications that can be deployed in ten minutes or less. Learn more about our emergency communications vehicle.

- ION kit for transportable and rapidly deployable communications
  Spacenet's ION instant communications kit is a self-contained semi-rugged solution that provides transportable and rapidly deployable communications for emergency response mobile units. Learn more about Spacenet's ION.

- Cisco iComm 'Instant Communications' Kit
  The iComm kit offers a completely integrated bundle of Cisco gear for delivering and managing multiple local wired and wireless data

and voice communications platforms, and provides the ability to deploy a mobile communications command post virtually anywhere in the U.S. Learn more about the Cisco iComm.

- **Emergency Preparedness Plan**
  By purchasing a cost-effective pre-paid business continuity service plan, organizations have access to affordable and flexible emergency communications and equipment when they need it, even when local network services are down. Learn more about Spacenet's emergency preparedness plans.

Integration - Seamless integration of voice, video, encryption and acceleration services for both custom and pre-packaged offerings.

- **Life-cycle Management**
  Life-cycle management of various offerings including installation, warranty, logistics, 24x7x365 monitoring and maintenance.

- **Professional Services**
  Professional services that include complex design of terrestrial and satellite networks, application and bandwidth optimization, turnkey systems and network integration support.

Past Performance

Find out how other government organizations are using satellite to their advantage:

Missouri Department of Transportation

For the Missouri Department of Transportation (MoDOT), a satellite network provides a comprehensive and reliable backup and emergency communications system to ensure critical communications always stays online, and enables coordination with other agencies and support personnel.

United States Postal Service

For the US Postal Service®, a satellite network was deployed to 5,000+ locations in less than five months, including remote offices, and is used to support both primary applications and continuity of operations.

Louisiana Department of Public Safety

For the Louisiana Department of Public Safety (LDPS), an emergency response satellite network helped bring vital communications online during severe weather conditions.

Missouri Hospital Association

For the Missouri Hospital Association (MHA), a transportable satellite solution provided critical communications for public safety and emergency response.

Major Public Safety Agency

For a major public safety agency, a satellite network provided an independent, redundant and diverse network to provide continuity of operations and ensure its communications stay running, no matter what.

News

Gilat announces agreement to acquire Raysat Antenna Systems

Spacenet Names Susan Miller to Lead its Integrated Government Solutions Division

Spacenet Expands Satellite Communications Options for Government Organizations with New FIPS 140-2 Certified Encryption Solution

Resources

Spacenet Government Brochure

Satellite Services for Public Safety and Emergency Response – featured in MilSat Magazine

Cisco Integrated FIPS Solution – featured in MilSat Magazine

Building Mobile Emergency Response Vehicles via Satellite – featured in Disaster Recovery Guide

Spacenet Services for State and Local Governments

Spacenet holds a GSA Schedule contract for its Connexstar satellite services and equipment - GS-35F-0569T.

For more information call 866-480-2263 or email spacenetinfo@spacenet.com.

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StarBand Satellite Internet

Enterprise

Industrial, Oil & Gas

Government

Small Business / StarBand

StarBand, a service provided by Spacenet Inc., is a value oriented two-way high-speed satellite Internet access service available for small office/home office (SOHO) and small business customers throughout the United States, Canada, Puerto Rico, the Virgin Islands, and several Caribbean and Central American countries. The latest line of StarBand services offer reliable broadband satellite Internet with faster speeds than previous generations, PC professional support services and value-added features.

For more information or to sign up, visit StarBand.com.

To review a comparison of Connexstar and StarBand, please see the below chart.

connexstar
by Spacenet

STARBAND
BY SPACENET

Other Leading Standard
VSAT Services

Features	Commercial Grade Satellite Networking	Satellite Internet Access for Small Business	Consumer Grade Satellite Internet Access
Maximum Burst Speeds	Up to 5 Mbps	Up to 1.5 Mbps	YES - speeds vary by provider
Minimum Assured Speeds	✓		NO - unique to Spacenet's Connexstar service. Other standard VSAT services are "best effort" only
Internet Access Services	✓	✓	YES
Carrier Class Phone Service (Direct Connection to PSTN)	✓		NO - other VSAT phone services connect through the public Internet
Plain Paper Analog Fax Support	✓		NO - other VSAT services only support e-fax emulation or not at all
Completely Separate Commercial & Consumer Networks	✓	✓	NO - other VSAT services mix business and residential consumers on the same network
Cisco Certified & Integrated	✓		NO - Spacenet is the only Cisco certified and integrated VSAT service provider in North America
Advanced Application & PC Support	✓		NO - StarBand provides a unique PC HelpDesk for SOHO customers. Connexstar provides advanced support for customer applications including two-way video, PCI security compliance and multicast content distribution

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CONNEXSTAR TRANSACTION SERIES

connexstar ℠
by Spacenet

The Connexstar Transaction series is a high reliability, always on two-way satellite communications service designed to support transaction-oriented applications efficiently. The network is specifically optimized for high frequency transmission of small packets with a high level of reliability and low latency. The Connexstar Transaction series is targeted at transaction-based applications including retail Point of Sale, credit/debit authorization, SCADA, monitoring and more. Connexstar Transaction series is available with Spacenet's all weather satellite equipment.

Connexstar Transaction Series Specifications

	TS-600	TS-1200	TS-1800	TS-3600	TS-5400	TS-9000*
Transactions per Hour	Up to 600	Up to 1200	Up to 1800	Up to 3600	Up to 5400	Up to 9000
Average Response Time	<1 second	<1 second	<1 second	<1 second	<1 second	<1 second
Maximum Transaction Payload	Up to 100 bytes	Up to 100 bytes	Up to 100 bytes	Up to 100 bytes	Up to 100 bytes	Up to 100 bytes
Network Availability	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%
IP Addresses	5 static public	5 static public	5 static public	5 static public	5 static public	5 static public
TCP/IP Sessions	up to 32 sessions	up to 32 sessions	up to 32 sessions	up to 32 sessions	up to 32 sessions	up to 32 sessions
Public Internet Access	No	No	No	No	No	No
Optional Voice/Fax Support	No	No	No	No	No	No

*Additional blocks of TS-9000 can be purchased to support higher transaction volume requirements.

For more information on Spacenet's Connexstar services, visit our website at www.spacenet.com or contact your Spacenet sales representative or authorized channel partner today.

SPACENET

CONNEXSTAR E‑SERIES

NOW AVAILABLE IN
ALASKA   HAWAII
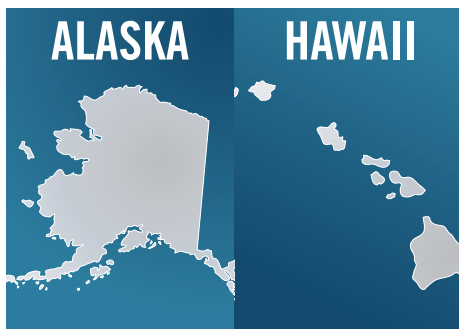
Broadband Internet | Digital Phone & Fax | Two-way Video

No matter how remote the location, all organizations depend on reliable and secure communications. Your organization can benefit from advanced satellite networking with Spacenet's Connexstar E-series.

Connexstar provides commercial-grade voice and data communications via satellite designed specifically for business and government organizations. Available for primary or backup communications and offered in both fixed and transportable packages, Spacenet's Connexstar service is ideal for banking and retail, hotels and lodges, healthcare facilities, small businesses and state and local government agencies.

» **High-speed Internet** – Up to 2 Mbps
» **Phone & Fax** – Connected directly to telephone network
» **Business-grade** – Only pre-packaged service with Minimum Assured Speeds*

Connexstar E-Series Specifications

	E-256	E-512
Upload Speed	256 kbps	512 kbps
Download Speed	1024 kbps	1024 kbps
Download Speed Upgrade Options	2048 kbps	2048 kbps
Typical Network Speed	50% of upload or download	50% of upload or download
Minimum Assured Speed*	25% of upload or download	25% of upload or download
IP Addresses	5 static public	5 static public
TCP/IP Sessions	up to 64 sessions	up to 64 sessions
Optional Voice/Fax Support	Yes	Yes

*Certain terms and conditions apply

connexstar℠
by Spacenet

SPACENET

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For more information on Spacenet's Connexstar services, visit our website at www.spacenet.com or contact your Spacenet sales representative or authorized channel partner today.

STARBAND™ BY SPACENET

NEW StarBundle Offer

Get Started for **$0** Includes equipment & installation after a $150 mail-in rebate*

Learn More.

| Home | About Us | Services | How to Buy | How it Works | Questions | Specials | Contact Us |

StarBand high–speed satellite Internet service is available nationwide. Our broadband Internet options are great for customers seeking dramatically faster download speeds than dial–up.

Get Started for $0
Equipment & Installation for $0 Down After Rebate

Nova 500
Our Most Affordable Broadband Service

How Does It Work?
We Explain the Basics of Satellite Internet.

StarBand.net
New & Improved Services for StarBand Customers

How Does It Work?

VSATs. Geosynchronous orbits. Hubs. What does it all mean? We explain the basics of satellite Internet here.

Satellite Internet 101

StarBand is a two–way, always–on, high–speed satellite Internet service that is available nationwide.

StarBand.net

Introducing the new and improved StarBand.net. Learn more.

Get Started for $0

StarBundle offers equipment & installation for $0 after a $150 customer mail-in rebate is applied.
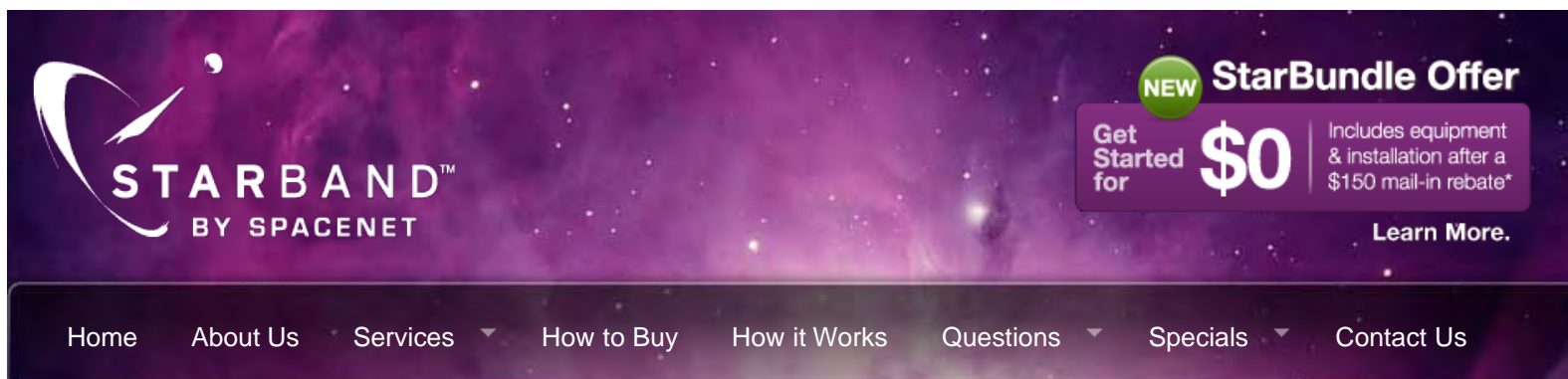
Learn More About StarBundle

Become a Dealer

With a leading commission structure in the industry, becoming a StarBand Dealer may be the right opportunity for you!

STARBAND™
BY SPACENET

NEW StarBundle Offer
Get Started for $0
Includes equipment & installation after a $150 mail-in rebate*

Learn More.

Home   About Us   Services ▾   How to Buy   How it Works   Questions ▾   Specials ▾   Contact Us

About StarBand Satellite Internet

StarBand was the first to market with a two–way satellite broadband service for home users in 2000, and its expanded product line today serves a broad customer base. In 2005, StarBand was merged into the operations of Spacenet Inc., a leading provider of high-performance networking solutions for business, government and small business customers. Spacenet provides StarBand two-way, always-on, high-speed satellite Internet service to customers throughout the United States, Canada, Puerto Rico, the U.S. Virgin Islands, and several Caribbean and Central American countries. The latest line of StarBand services – **Nova 500, Nova 1000 and Nova 1500 –** offer reliable broadband satellite Internet with faster speeds than previous generations and value-added features for residential, SOHO, telecommuter and small business customers.

Founded in 1981, Spacenet offers enterprise-grade broadband services including satellite and wireline technologies and managed network services for multi-site organizations in North America. Spacenet offers a complete product and services portfolio for applications ranging from primary communications for corporate applications and secure data transfer, to hot stand-by solutions for continuity of operations and network backup, to field deployable solutions for disaster recovery and emergency management. Utilizing its nearly 30 years of industry leading experience, Spacenet serves more than 100,000 customer locations.

Spacenet is based in McLean, Virginia, and operates its own end–to–end services infrastructure including network management, field services and teleport facilities in McLean; Atlanta, Georgia; and Chicago, Illinois. Spacenet is a wholly owned subsidiary of Gilat Satellite Networks Ltd. (Nasdaq: GILT). Visit Spacenet at www.spacenet.com.

General Overview

StarBand is a two–way, always–on, high–speed satellite Internet service that is available nationwide, and it is great for customers seeking dramatically faster download speeds than dial-up. Starband offers several satellite broadband plans – Nova 500, Nova 1000 and Nova 1500 – with ISP services and value-added features including email accounts, web storage space, spam and virus filtering, access to the StarBand Member Portal, and 24x7 online support. Whether you need a basic Internet service for emailing friends and family, or a more robust Internet service to support everyday business activities, StarBand satellite Internet has you covered.

Available virtually everywhere.
If you can see the southern sky – and 9 out of 10 homes can – you can get satellite Internet. Where DSL and cable can't reach, StarBand is there.

Always–On Connection.
Instantly go to where you want to go on the Internet. No need to reconnect every time you want to surf the web or check your e-mail with StarBand broadband Internet service.

Two–Way Access.
Save your phone for phone calls. The StarBand broadband service sends **AND** receives all your Internet and e-mail communications via satellite – no phone line required.

No Dial–Up Delays.
Experience freedom from the delays of dial–up and busy signals. StarBand satellite Internet instantly connects you to where you want to go on the Web without dial-up delay or disconnects.

High–Speed Internet Access.
Enjoy lightning fast download speeds. With StarBand satellite Internet, you can download files and e-mail messages **up to 10 times**

faster than dial-up.

Learn More About StarBand

What is a VSAT?

How does satellite Internet work?

Are there any applications that will work differently over satellite?

Are there any time limits or hourly restrictions on the StarBand® service?

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StarBand BY SPACENET

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What is StarBand service and where is it available?

StarBand® is **two-way, always-on, high-speed Internet service via satellite** delivered to homes and offices virtually everywhere (including the continental U.S., Hawaii, Alaska, Puerto Rico and the U.S. Virgin Islands). Visit the How to Buy section of the StarBand website for more information on purchasing StarBand service.

What equipment is necessary for StarBand service outside of the continental U.S.?

There are a few unique equipment requirements for StarBand installations in Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands. Your Dealer will be able to order this equipment for you:

- A 1.2 meter antenna (instead of the .75E antenna used in the continental U.S.)
- A larger roof/wall mount to accommodate the 1.2 meter antenna
- A higher performance low-noise-block (LNB) signal receiver

Any equipment and installation pricing and related terms and conditions quoted on StarBand's Web site do not apply to sales in Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands. Service in these areas can only be purchased through one of our authorized partners. Labor warranties and maintenance terms are at the discretion of the authorized StarBand Dealer from which you purchase the service. You may want to contact more than one dealer to find the best prices and warranty terms. Click here for the StarBand direct sales phone number or to find a dealer near you.

Where can I buy StarBand systems?

You can purchase StarBand systems from one of our authorized dealers or by calling StarBand directly at **1.800.4.STARBAND**.

What are the minimum computer requirements?

Although StarBand services and products are compatible with most operating systems that support the TCP/IP protocol (i.e. Windows™ , Macintosh™, Linux™, UNIX™, etc.), technical support is only provided for the following

Service Requirements

What is StarBand service and where is it available?

What equipment is necessary for StarBand service outside of the continental U.S.?

Where can I buy StarBand systems?

What are the minimum computer requirements?

Can I mount a StarBand antenna on my RV?

operating systems: Windows 2000 Professional, Windows XP Home and Windows XP Professional and Mac OS X.

Other operating systems with TCP/IP components may work but will not be directly supported by StarBand. The computer must meet the following specifications:

- Operating systems supporting TCP/IP protocol such as Windows®, Macintosh®, Unix® and Linux® (Call Center support limited to Windows Me, 2000 Professional, XP and Macintosh OS X)
- CD-ROM drive
- Ethernet port

Can I mount a StarBand antenna on my RV?

Not at this time. The StarBand antenna not only receives from but also transmits to the satellite; the installation must be performed with exact precision and in accordance with FCC standards.

Learn More About StarBand

What StarBand services are available?

Does StarBand require a separate account with an ISP?

Can I access computer systems at my office through StarBand?

Does StarBand® service require a telephone connection?

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What StarBand services are available?

The StarBand Nova services - **Nova 500, 1000 and 1500** - offer reliable, high performance, always-on broadband satellite Internet for residential, small office/home office (SOHO), telecommuter and small business customers. StarBand Nova 500, 1000 and 1500 offer faster speeds than previous generations of Nova services, and value-added features.

Does StarBand require a separate account with an Internet Service Provider?

No. StarBand provides both the satellite connection and the ISP services. If you take your laptop on the road, you will need an additional dial-up service.

Are there any time limits or hourly restrictions on the StarBand® service?

There are no restrictions regarding time of day or hours of usage. StarBand is available 24 hours per day, 7 days per week, 365 days per year. (Note, however, that continuous use of your StarBand system may result in excessive bandwidth usage in violation of StarBand Acceptable Use Policies.)

Are there any activities prohibited on the StarBand service?

Yes. Like most, if not all, ISPs, StarBand does not permit activities that are illegal, or that violate or are disrespectful of the rights of other StarBand members or any Internet users. Also, in consideration for all StarBand members, StarBand reserves the right to limit excessive bandwidth usage by members. The Acceptable Use Policy details a number of these activities and applications and the various available remedies and actions that StarBand may take to stop inappropriate or bandwidth hog activities.

Furthermore, StarBand is committed to helping reduce the proliferation of SPAM (bulk e-mail) activities over the Internet. StarBand's e-mail service automatically blocks known SPAM accounts from entering into the StarBand system, and we reserve the right to take other measures to limit SPAM messages (such as limiting the number of addresses in outgoing e-mail messages).

You may not host a Web site on a PC connected to the satellite system. However, StarBand will host a personal Web site for you. See our Acceptable Use Policy for more information on restricted activities.

Service Features

What StarBand services are available?

Does StarBand require a separate account with an Internet Service Provider?

Are there any time limits or hourly restrictions on the StarBand® service?

Are there any activities prohibited on the StarBand service?

Can I access computer systems at my office through the StarBand system?

Does StarBand® service require a telephone connection?

Can I use other satellite Internet provider equipment?

Are there cancellation fees?

How do I receive technical and/or maintenance support?

Can you tell me more about VPN performance?

Can I access computer systems at my office through the StarBand system?

If your company provides a public Internet Web page interface to the information you are seeking, you can easily access it. However, in a VPN (virtual private network) setup, it may be difficult for you to access this information. The latency inherent in a satellite environment may cause the security (or "firewall") system to "time-out" your connection.

Does StarBand® service require a telephone connection?

No, StarBand service NEVER requires a telephone connection.

Can I use other satellite Internet provider equipment?

No. You must use StarBand equipment in order to utilize the StarBand service.

Are there cancellation fees?

Yes. Customers not completing their contract's minimum term commitment will be assessed an early termination fee. Canceling service in the first year of a term commitment has a $499 fee on all plans. There is no service cancellation fee for customers outside of their contract's minimum term commitment period.

How do I receive technical and/or maintenance support?

If you purchased your StarBand® service from an authorized StarBand Dealer, that Dealer offers complete technical and maintenance support. You also can contact StarBand Member Services and Support to help troubleshoot any issues. If you purchased the system through StarBand directly, contact us at 1.800.4STARBAND for technical support. In the event you need on-site maintenance support, the StarBand Installation Partner who performed your installation will assist you.

Can you tell me more about VPN performance?

In many cases, IPSec-based VPN clients/services will indeed work with your StarBand broadband Internet service. However, they will typically do so in a limited manner and the download and upload performance you will experience will generally be similar to running IPSec VPN connections over a dial-up connection (in the range of 20 kbps up and 50 kbps down, at most). There are VPN solutions available that utilize protocols other than IPSec. The most popular alternative protocol is called SSL (Secure Socket Layers). SSL or other non-IPSEC based VPN clients may perform better than IPSEC clients, but are still subject to the same limitations and support guidelines listed herein. Lengthy delays and reduced performance across VPN connections is due to inherent VPN security features which make it impossible for StarBand to "accelerate" VPN connections as we do with other

Internet-based applications. While many VPN applications will work with specified StarBand services, StarBand does not offer technical support for VPN client configuration, connectivity or performance related issues. If you choose to utilize a VPN in conjunction with your StarBand service despite these issues, please be aware of the following facts, tips and limitations:

- Download and Upload speeds across your VPN connection will be, at its best, similar to that of dial-up performance. StarBand cannot guarantee ANY minimum service levels.

- Both Client side and Server side connection timeout values MUST be set to a minimum of 3,000 milliseconds. Even this value does not guarantee elimination of network timeouts during connection or use. Be aware that most configuration changes must be made on the server side and will require your corporate IT department to make trial and error changes to maximize performance.

- Inherent delays in the satellite connection will render VPN based remote control (i.e. "remote desktop") applications unresponsive and should not be attempted.

- StarBand technical support will not be able to assist in troubleshooting any VPN client configuration or performance issues whatsoever.

- Extensive use of a VPN connection may generate traffic volumes that exceed acceptable use levels.

- You may be required to disable or uninstall your VPN software before receiving any non-VPN related technical support from StarBand or your Retailer.

Learn More About StarBand

What is StarBand service and where is it available?

Where can I buy StarBand systems?

What is a basic installation?

What are the minimum computer requirements?

Become a StarBand Dealer
With a leading commission structure in the industry, becoming a StarBand Dealer may be the right opportunity for you!
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NEW **StarBundle Offer**
Get Started for **$0** | Includes equipment & installation after a $150 mail-in rebate*
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Always-On High-Speed Satellite Internet – Available Anywhere.

StarBand Nova Series Satellite Internet Services – Nova 500, 1000 and 1500

The StarBand Nova services – Nova 500, 1000 and 1500 – offer reliable, high performance, always-on broadband satellite Internet for residential, small office/home office (SOHO), telecommuter and small business customers. The latest Nova services offer faster speeds than previous generations of Nova services and value-added features!

StarBand is the first consumer and small office two–way satellite Internet service to deliver an always–on, high-speed connection available to virtually everyone, everywhere. Can't get DSL or Cable broadband? StarBand is here to help. Now, with lower prices and faster speeds! Choose between a range of service options that offer increasing speeds and features to meet your needs. Find out which service is right for you.

NEW Get Started for **$0**
The StarBundle offer is now available with all new StarBand Nova services & offers equipment and installation for $0 after a $150 mail-in rebate!
Contact a StarBand Dealer today to learn more!

	NOVA 500 Download speeds up to **512** Kbps	NOVA 1000 Download speeds up to **1** Mbps	NOVA 1500 Download speeds up to **1.5** Mbps
Upload speeds up to	100 Kbps	125 Kbps	256 Kbps
you@starband.net	5 accounts included **7 GB** of storage per e-mail account	10 accounts included **7 GB** of storage per e-mail account	15 accounts included **7 GB** of storage per e-mail account
Spam & Virus Filtering	✓	✓	✓
StarBand Member Portal	✓	✓	✓
Dial Access	Available for a small fee	10 **FREE** hours per month	10 **FREE** hours per month
IP Address	1 dynamic IP address included	1 dynamic IP address included	1 static IP address included
Support	**Online Support** 24 x 7 at StarBand.net **Customer Support** 9:00 a.m. to 5:00 p.m. ET Monday - Friday **Technical Support** 9:00 a.m. to 8:00 p.m. ET Monday - Friday 9:00 a.m. to 5:00 p.m. ET Saturday & Sunday	**Online Support** 24 x 7 at StarBand.net **Customer Support** 9:00 a.m. to 5:00 p.m. ET Monday - Friday **Technical Support** 9:00 a.m. to 8:00 p.m. ET Monday - Friday 9:00 a.m. to 5:00 p.m. ET Saturday & Sunday	**Online Support** 24 x 7 at StarBand.net **Customer Support** 9:00 a.m. to 5:00 p.m. ET Monday - Friday **Technical Support** 9:00 a.m. to 8:00 p.m. ET Monday - Friday 9:00 a.m. to 5:00 p.m. ET Saturday & Sunday
	Dish, mount, feed arm (ODU and LNB),	Dish, mount, feed arm (ODU and LNB),	Dish, mount, feed arm (ODU and LNB),

Equipment	modem and crossover cables included	modem and crossover cables included	modem and crossover cables included
Mounts	Roof / wall mount or non-penetrating mount included	Roof / wall mount or non-penetrating mount included	Roof / wall mount or non-penetrating mount included
Size of Dish	0.75 meter elliptical dish (Continental U.S.)	0.75 meter elliptical dish (Continental U.S.)	0.75 meter elliptical dish (Continental U.S.)
StarBundle Pricing Options Get Started for $0	**Equipment & Installation:** $0 after $150 mail-in rebate within the continental U.S. **OR** $0 after $135 mail-in rebate outside the continental U.S. **Monthly Service Price:** $49.99 (24 months) $14.99 bundle fee per month Other Pricing Options	**Equipment & Installation:** $0 after $150 mail-in rebate within the continental U.S. **OR** $0 after $135 mail-in rebate outside the continental U.S. **Monthly Service Price:** $69.99 (24 months) $9.99 bundle fee per month Other Pricing Options	**Equipment & Installation:** $0 after $150 mail-in rebate within the continental U.S. **OR** $0 after $135 mail-in rebate outside the continental U.S. **Monthly Service Price:** $99.99 (24 months) $9.99 bundle fee per month Other Pricing Options

*StarBundle offer available to well qualified customers that may be subject to credit verification. $0 equipment cost valid after a $150 mail-in rebate is applied ($135 rebate for OCONUS). Rebate form must be completed by the customer within 30 days of activation and is available at starband.com/rebate. An early termination fee of $499 applies (a $300 credit will be applied for returning the equipment – $150 for the transmitter and $150 for the modem). StarBundle pricing, terms and conditions subject to be changed by StarBand at any time. Visit starband.com/starbundle-terms.html for details.

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Can I use other satellite Internet provider equipment?

How do I receive technical and/or maintenance support?

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Get Started for **$0** Includes equipment & installation after a $150 mail-in rebate*
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StarBand Nova 500

StarBand's most affordable way to get satellite broadband anywhere

Designed for customers that want a basic broadband Internet experience at a cost-effective price, Nova 500 is offered at StarBand's lowest price-points. The service is ideal for light web surfing and emailing, and includes 5 email accounts with 7 GB of storage per email. Nova 500 is used to provide Internet access for one computer only and does not support networking capabilities.

Download Speeds up to **512** Kbps

Monthly Service Prices as low as **$49.99**

Spam & Virus Filtering

Technical Specifications

Download Speeds
Up to 512 Kbps

Upload Speeds
Up to 100 Kbps

you@starband.net
5 accounts included
7 GB of storage per e-mail

Mounts
Roof / wall mount or non-penetrating mount included

IP Address
1 dynamic IP address included

Equipment
Dish, mount, feed arm (ODU and LNB), modem & crossover cables included

Dial Access
Available for a small fee

Equipment & Standard Installation
$199.99 MSRP
$0 after $150 mail-in rebate*

Monthly Service Price
$49.99 (24 months)
$14.99 bundle fee per month

Other Pricing Options

Set-up and Getting Started

Getting started on using the StarBand system is easy, and a professional installer at your location will ensure that everything is taken care of. The service requires use of a StarBand dish (generally between .75 meter and 1.2 meters) and a StarBand satellite modem. During the professional installation, the StarBand satellite dish antenna is mounted on your roof, chimney or a pole in your backyard. The antenna is then connected to the StarBand satellite modem connected to your computer.

Once the installer confirms that your PC is up and running during the installation process, you are ready to start using your StarBand system

StarBand + Google™

StarBand has formed a strategic partnership with Google to host our email and provide access to many new portal features. StarBand customers benefit from the latest email technology through Google's dynamic suite of communication applications.

7 Gigabytes of email storage - Save your emails as long as you like

Google Calendar - Schedule meetings, share calendars and communicate more effectively

Google Docs - Create online documents and collaborate with others across the globe

for your broadband Internet needs! It's that easy. And, if you ever have a question about your system, all StarBand services include 24x7 technical online support, as well as live support through our US based call center 7 days a week during business hours. Get started with your StarBand satellite Internet service today!

Access - You will be able to access your information anywhere, anytime – including email access via mobile devices

Reliability - Google has an incredibly reliable, fast and robust email service, complete with excellent anti-spam and anti-virus protection

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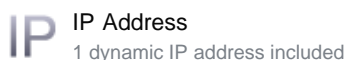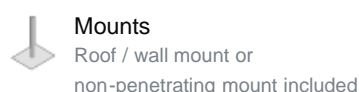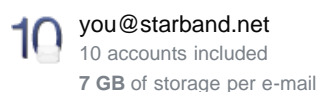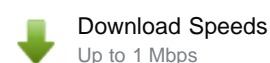
StarBand Nova 1000

StarBand's mix of serious broadband speed with affordable pricing

Designed for customers that need a more robust broadband Internet experience, Nova 1000 offers faster speeds than Nova 500. Ideal for home users and telecommuters, it supports frequent web surfing and emailing, as well as downloads. It includes 10 email accounts with 7 GB of storage per email. Unlike Nova 500, Nova 1000 provides networking capabilities.

Download Speeds up to **1 Mbps**

Monthly Service Prices as low as **$69.99**

Spam & Virus Filtering

Technical Specifications

Download Speeds
Up to 1 Mbps

Upload Speeds
Up to 128 Kbps

you@starband.net
10 accounts included
7 GB of storage per e-mail

Mounts
Roof / wall mount or non-penetrating mount included

IP Address
1 dynamic IP address included

Equipment
Dish, mount, feed arm (ODU and LNB), modem & crossover cables included

Dial Access
10 **FREE** hours per month

Equipment & Standard Installation
$199.99 MSRP
$0 after $150 mail-in rebate*

Monthly Service Price
$69.99 (24 months)
$9.99 bundle fee per month

Other Pricing Options

Set-up and Getting Started

Getting started on using the StarBand system is easy, and a professional installer at your location will ensure that everything is taken care of. The service requires use of a StarBand dish (generally between .75 meter and 1.2 meters) and a StarBand satellite modem. During the professional installation, the StarBand satellite dish antenna is mounted on your roof, chimney or a pole in your backyard. The antenna is then connected to the StarBand satellite modem connected to your computer.

Once the installer confirms that your PC is up and running during the installation process, you are ready to start using your StarBand system

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7 Gigabytes of email storage - Save your emails as long as you like

Google Calendar - Schedule meetings, share calendars and communicate more effectively

Google Docs - Create online documents and collaborate with others across the globe

for your broadband Internet needs! It's that easy. And, if you ever have a question about your system, all StarBand services include 24x7 technical online support, as well as live support through our US based call center 7 days a week during business hours. Get started with your StarBand satellite Internet service today!

Access - You will be able to access your information anywhere, anytime – including email access via mobile devices

Reliability - Google has an incredibly reliable, fast and robust email service, complete with excellent anti-spam and anti-virus protection

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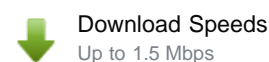| Home | About Us | Services ▾ | How to Buy | How it Works | Questions ▾ | Specials ▾ | Contact Us |

StarBand Nova 1500

StarBand's highest quality broadband satellite access service

Designed for customers that need a professional level broadband Internet service, Nova 1500 is StarBand's highest–end service and offers faster speeds than Nova 500 and Nova 1000. The service is ideal for professionals and small businesses that need fast Internet to support web surfing, emailing, sending and receiving large files, and downloading. It includes 15 email accounts with 7 GB of storage per email account. Unlike Nova 500, Nova 1500 provides networking capabilities.

Download Speeds up to **1.5** Mbps

Monthly Service Prices as low as **$99.99**

Spam & Virus Filtering

Technical Specifications

Download Speeds
Up to 1.5 Mbps

Upload Speeds
Up to 256 Kbps

you@starband.net
15 accounts included –
7 GB of storage per e-mail

Mounts
Roof / wall mount or
non-penetrating mount included

IP Address
1 static IP address included

Equipment
Dish, mount, feed arm (ODU and LNB),
modem & crossover cables included

Dial Access
10 **FREE** hours per month

Equipment & Standard Installation
$199.99 MSRP
$0 after $150 mail-in rebate*

Monthly Service Price
$99.99 (24 months)
$9.99 bundle fee per month

Other Pricing Options

Set-up and Getting Started

Getting started on using the StarBand system is easy, and a professional installer at your location will ensure that everything is taken care of. The service requires use of a StarBand dish (generally between .75 meter and 1.2 meters) and a StarBand satellite modem. During the professional installation, the StarBand satellite dish antenna is mounted on your roof, chimney or a pole in your backyard. The antenna is then connected to the StarBand satellite modem connected to your computer.

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StarBand has formed a strategic partnership with Google to host our email and provide access to many new portal features. StarBand customers benefit from the latest email technology through Google's dynamic suite of communication applications.

7 Gigabytes of email storage - Save your emails as long as you like

Google Calendar - Schedule meetings, share calendars and

Once the installer confirms that your PC is up and running during the installation process, you are ready to start using your StarBand system for your broadband Internet needs! It's that easy. And, if you ever have a question about your system, all StarBand services include 24x7 technical online support, as well as live support through our US based call center 7 days a week during business hours. Get started with your StarBand satellite Internet service today!

communicate more effectively

Google Docs - Create online documents and collaborate with others across the globe

Access - You will be able to access your information anywhere, anytime – including email access via mobile devices

Reliability - Google has an incredibly reliable, fast and robust email service, complete with excellent anti-spam and anti-virus protection

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About ViaSat

Digital Communication Products for Commercial and Government Markets

ViaSat produces innovative satellite and other digital communication products that enable fast, secure, and efficient communications to any location. We bring today's new communication applications to people out of reach of terrestrial networks, in both the commercial and government sectors, with a variety of networking products:

- Satellite networks for fixed-site and mobile communications
- Satellite antenna systems
- Wireless datalinks and terminals for combat situational awareness
- Information security for military networking
- Mobile IP networking for soldiers
- Communication microprocessor chipsets
- Application and communication acceleration
- Satellite network system design
- Communication simulation and training systems
- Consumer satellite broadband services

Recognized for Growth and Stability

ViaSat is well known as a successful, innovative, high-growth company:

- Three-time **INC. 500** as a private company
- **Hannover Fairs** ISCe2004 Satellite Industry Award for Innovation and Technology
- CEO Mark Dankberg **Via Satellite** "2003 Satellite Executive of the Year"
- **BusinessWeek** "100 Best Small Corporations"
- **Forbes** "200 Best Small Companies in America"
- **Red Herring** "100 Top Small Caps"
- **Business 2.0** "100 Fastest Growing Tech Companies"
- CEO Mark Dankberg **American Institute of Aeronautics and Astronautics (AIAA)** "2008 Aerospace International Communications Award"
- **Washington Technology** "Top 100 Federal Prime Contractors"
- **DefenseNews** "Top 100 Defense Contractors"
- **DefenseNews** "Fast Track 50"
- **Space News** "Top 50 Space Companies"
- Industry recognition for ViaSat's corporate success and industry leadership

▶See What We Do at ViaSat - an Interactive Graphic

▶Watch our Communications "To The Edge" Overview Video

▶Read Recent Articles About ViaSat

Surpassing 2,100 Employees and $628 Million in Sales

The company employs over 2,100 professional and support personnel. The largest department by far is engineering, with many holding graduate degrees in electrical engineering or computer science. Annual revenues hit a record $628 million during the most recently completed fiscal year (ended April 3, 2009).

History

ViaSat is part of the well-known Linkabit Corporation "family-tree" that spawned hundreds of San Diego area telecom startups, including Qualcomm, General Instruments, and Titan. Founded in 1986 by three former M/A-Com Linkabit employees, ViaSat is publicly traded on the Nasdaq Stock Market under the symbol

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- ViaSat Videos, Podcasts and more
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- Industry Links
- ISO Certification
- Management Team
- Privacy Policy
- Recent Articles and Media Reports
- Supplier Information
- Sustainability at ViaSat
- ViaSat Media Room - Corporate info, releases, recent articles, fact sheets
- Company History
- ViaSat Timeline

↘ LOCATIONS

- Carlsbad, CA (Corporate HQ)
- Enterprise Satellite Networks (VSAT) Contacts - Global Locations and Contact Information
- Atlanta, GA (Commercial Networks, Antenna Systems)
- Baltimore, MD (NSG, Information Assurance)
- Canberra - (Government & Defense Communications, Information Assurance)
- Cleveland, OH (ASICs and IP Cores)
- El Cajon, CA (EnerLinks ISR Data Links)
- Germantown, MD (Comsat Laboratories)
- Gilbert, AZ (Advanced Microwave Products, NSG)
- Lausanne, Switzerland (JAST Antenna Systems)
- Marlborough, MA (Boston area)
- Quincy, MA (AcceleNet)
- Tampa, FL
- Washington, DC

↘ UPCOMING EVENTS

- **Oct 12 - Oct 14:** RSA Conference Europe
- **Oct 19 - Oct 21:** NBAA2010- NBAA 63rd Annual Meeting and Convention
- **Oct 18 - Oct 21:** Unmanned Systems Interoperability Conference 2010
- **Oct 25 - Oct 27:** 2010 AUSA Annual Meeting and Exposition

» View All Events

VSAT. Go to the History, Timeline or Industry Innovation & Firsts pages for more details.

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Fixed Broadband Satellite Communications

A New Approach to Broadband Satellite Systems

Through a new approach to broadband satellite communications, the broadband by satellite business is now proving to be a lucrative one. ViaSat has become the first choice of independent service providers by developing a network system that brings you a whole new set of economics compared to traditional VSAT systems.

We're the leader in Ka-band broadband by satellite. With hundreds of thousands of installations worldwide, virtually all independent consumer broadband service providers are enjoying the benefits of ViaSat broadband by satellite:

- **Increased system capacity** for lower airtime costs
- **Ability to easily scale** to millions of subscribers
- **Lower service fees** that maximize subscriber uptake and retention
- **Simple "no touch" provisioning** of new customers
- **Easy integration** with standard operations and back office systems
- **Smaller, lighter, consumer-priced** subscriber terminals

The ViaSat SurfBeam® Broadband System is the broadband wireless networking system behind these fast growing broadband services for consumers and small business, and it can bring the same success to you:

- WildBlue Communications, Ka-band Internet access in the United States
- Eutelsat ToowayTM Ku- and Ka-band services in Europe
- Telesat Ka-band consumer services in Canada
- Intelsat/Orbit Communications Ku-band service, Middle East

> ViaSat has become the first choice of independent service providers by developing a network system that brings you a whole new set of economics compared to traditional VSAT systems.

↘ EASILY SCALES TO SERVE GROWING MASS MARKETS

Traditional VSAT networking systems can't meet the challenges of growing to hundreds of thousands – even millions – of customers. By virtue of adapting the cable modem networking standard called DOCSIS® (Data-Over-Cable Service Interface Specifications), SurfBeam broadband satellite communications features automatic commissioning, so customers are up and running in minutes with no operator intervention.

↘ LOW COST BROADBAND WIRELESS NETWORKING

The DOCSIS-for-satellite system is more cost effective because the DOCSIS broadband networking standard is already used by millions of terrestrial cable customers, so the technology is advanced and low-cost in terms of modem chipsets, hub (head end) hardware, installation, and customer support.

Equally important in reducing the cost of broadband satellite communications terminals is the RF transceiver on the antenna. US Monolithics, now a wholly owned subsidiary of ViaSat, enables us to reach new levels in the pursuit of higher performance and lower cost in RF hardware compared to the competition.

↘ BLADE ARCHITECTURE FOR EASY MODULAR EXPANSION

The head end, called the Satellite Modem Termination System (SMTS), is based on a blade architecture that lets you add new network capacity by simply adding uplink or downlink blades to slots in the SMTS chassis.

↘ STANDARD BACK OFFICE AND NETWORK MANAGEMENT

↘ SUPPORT NOTES

Read a Residential/SOHO Satellite Broadband Case Study

Recent Articles

Space News: Canadian Firm To Lease Loral's ViaSat-1 Capacity

Space News: Satellite Broadband Looks to Overcome Image Problem

San Diego Union-Tribune: ViaSat CEO Aiming for the Sky

Space News: ViaSat Bullish on Ka-band, May Order Second Satellite This Year

Satellite Today: Eutelsat, Tiscali Partner to Expand Tooway Presence in Italy

Use proven – not proprietary – software packages to manage your network and customers.

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ViaSat-1

Transforming Satellite Broadband

The demand for broadband by satellite is indisputable, as is the worldwide growth in bandwidth use among broadband customers. Just using WildBlue residential broadband service in the United States as an example, both times a new broadband satellite has launched, a spike in subscriber uptake followed. Then within months, capacity was sold out in key geographic areas, capping subscriber growth.

Our high-capacity satellite technology, beginning with ViaSat-1, is aimed at meeting this obvious demand:

* Economically deliver Internet multimedia
* More capacity than all current North American satellites combined
* Designed to host more than one million subscribers
* 10 times the throughput of any other Ka-band satellite
* In-orbit costs per Gbyte only a fraction of even the newest satellites in orbit
* More – and cheaper – bits in space
* Enable service on par with median DSL and which is a better broadband choice than some terrestrial alternatives, including DSL at the edge of service areas or mobile 3G/4G wireless for fixed home use

First "media-enabled" satellite broadband system, scheduled for launch in the first half of 2011, that anticipates the accelerating demand for media-rich Internet access over the next decade.

Technologies:

High-capacity satellite, Ka-band satellite system, next-generation SurfBeam® 2 ground system

⬊ HOW TO BUY

Contact
Bob Wilson
+1 760 931-5814

Tom Moore
+1 303 256-6656

⬊ SUPPORT NOTES

Read more about our high-capacity satellite plans:

Meeting The Demand For Media-Enabled Satellite Broadband

Recent Articles

New York Times: Tapping the Web, 22,000 Miles Up

Bringing Subscribers What They Want
Current satellite systems aren't designed for the high bandwidth applications that people want, such as video, photo sharing, VoIP, and peer-to-peer networking. The solution is to increase the capacity of the satellite and allocate more bandwidth per customer at the same price. Improving satellite service is not just about faster speeds, but about increasing the volume of bandwidth available to each customer on the network.

Eclipsing All Current Capacity
The chart shows the baseline designed capacity of ViaSat-1.

Expressing the gains in terms of service levels, median DSL speed in the U.S. is 768 kbps and median cable speed is much faster, at about 4.5 Mbps. ViaSat-1 will let distributors price a basic service at 2 Mbps compared to 512 kbps now, raising satellite to about the 80th percentile of DSL. Premium plans would easily surpass the

best DSL service, and put satellite well above the current median for cable.

Expanding Our Role as a Technology Supplier

We are expanding our role in the Ka-band satellite market, where we are already the leading technology supplier. Over the past few years we've assembled an exceptional group of technologies that make this innovation possible:

- SurfBeam®, the single most popular satellite CPE ever
- The leading Ka-band satellite ODU supplier
- DVB S2 SkyPhy® chips
- Network and application acceleration software
- Ka-band satellite antennas and gateway systems
- Satellite payload and system design
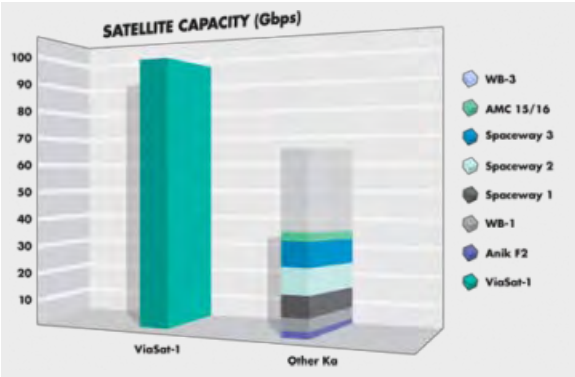
An Experienced Team of Ka-band Innovators

The venture joins us together with strategic partners with a record of innovation and success in this market:

- Space Systems Loral
- Telesat Canada
- Eutelsat

We view our next-generation Ka-band technology as the first in a series of innovations that can keep satellite broadband in an attractive position to serve the millions of homes which are difficult or expensive to reach by cable or fiber networks. To enable ISPs and satellite service providers to expand their network reach and compete more effectively, we offer this low-cost, high-volume bandwidth and ground system technology.

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Home › Broadband Networks › SurfBeam® Broadband System

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SurfBeam® Broadband System

The ViaSat SurfBeam® Broadband System is a totally new kind of satellite-based system designed expressly for building broadband access networks, not like modified Very Small Aperture Terminal (VSAT) systems that have failed to successfully expand to larger networks. With over 800,000 terminals shipped, it has become the single most popular web-centric broadband satellite networking system ever.

The SurfBeam system is the only all-inclusive networking system designed from the beginning to deliver highly scalable, high performance consumer/small-office and small-medium enterprise (SME) broadband services over satellite. It delivers the economics that make broadband-by-satellite a great business.

Creating Fast Satellite Broadband Uptake Around the World
The SurfBeam system is the network technology behind these fast growing broadband services, and it can bring the same success to you:

* WildBlue Communications, United States
* Eutelsat Tooway™, Europe
* Telesat, Canada
* Intelsat/Orbit Communications, Middle East
* Pegaso Banda Ancha, Mexico
* Smart Digital Networks, Malaysia
* Yahsat YahClick, UAE
* BBSat SkyPerfect, Japan

A satellite-based networking system designed expressly for building broadband access networks.

Applications:
Mass market residential broadband access, SOHO/SME business broadband, distance learning

Technologies:
Ka-band satellite broadband

DATA SHEET

SurfBeam Overview (393KB)

SurfBeam SMTS (136KB)

SurfBeam Terminal (157 KB)

HOW TO BUY

Contact
Mike Churillo
+1 678-924-2649

SUPPORT NOTES

Read our **Case Studies** for Enterprise or Broadband satellite networking.

Great Broadband Experience for Customers and Operators
With SurfBeam, ViaSat has successfully integrated widely-used terrestrial wireless industry technology with the latest in advanced and proven satellite technology.

Key SurfBeam Broadband by Satellite Advantages

* Highly scalable architecture allowing you to economically start with a small network that serves only a few thousand customers, then easily grow the hub infrastructure to accommodate hundreds of thousands, or even millions, of subscribers.
* High system capacity and lower bandwidth costs using advanced ViaSat technologies that give customers a better user experience, support more applications, and provide you with higher system capacity to serve more customers.
* Consumer priced terminals because of the economies of scale inherent in integrating wireless broadband chipsets already produced in the millions and proven in the field, along with ViaSat success in shipping more than 800,000 units to date.
* Integrated front and back-office support. Unlike other satellite-based systems, the SurfBeam system also includes the front and back-office support functions that simplify managing your customers and network:
    * Customer-based subscriptions
    * Service plan definitions and activation
    * Simple and automatic provisioning of new subscribers
    * Billing

Expand Your Markets for Broadband Access
Along with your existing customer base and distribution channels the SurfBeam system enables rapid penetration into new markets for broadband access. You can pick and choose the best customers for broadband access, without the cost or delays of building terrestrial connections to reach them.

For Ku- or Ka-band Satellites
The SurfBeam system is cost-effective on traditional Ku-band broadbeam satellites and brings unsurpassed network capacity,

ViaSat SurfBeam Broadband System Satellite-Based Broadband Internet Access - ViaSat

low cost-per-bit, and ability to scale to millions of subscribers using new Ka-band spotbeam satellites.

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Why the SurfBeam System Should Be Your Internet-Over-Satellite Network
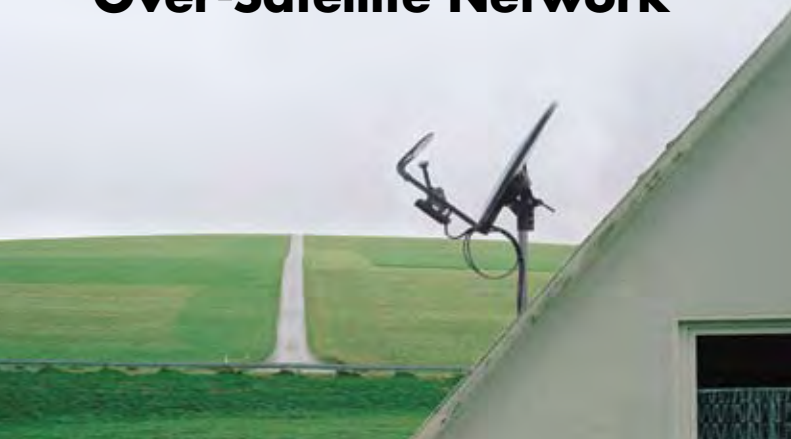
The SurfBeam system is the standards-based satellite system that lets you offer broadband Internet access to your current markets – and reach new customers beyond. It starts with the proven economics and scalability of cable modem Internet access and adds the wide, immediate coverage of satellite. Along with your customer base, distribution channels, and support organization you'll have a platform for rapid penetration into the broadband access market. So, you can sign up the best customers, without the cost or delays of building terrestrial connections to reach them.

Unlike VSAT systems that have been modified and home-grown to handle large, Internet-access networks, the SurfBeam system is based on Internet-over-cable standards and hardware that have been designed by the cable industry from the start for provisioning and management of large Internet-access networks. In this way, ViaSat's broadband Internet-over-satellite system is unlike any VSAT system, so you get revolutionary advantages.

SURFBEAM ADVANTAGES

RELIABILITY AND SCALABILITY

As a DOCSIS®[1]-based[1] network, the SurfBeam infrastructure was created with large networks in mind and was designed and architected to support millions of subscribers. With the SurfBeam system success in large satellite networks worldwide, you get a platform with proven support for many hundreds of thousands of installed satellite Internet subscribers per network. From thousands to hundreds-of-thousands of subscribers and more, you get an economical, easy-to-scale system that can handle your network growth.

[1] DOCSIS: Data over Cable Service Interface Specification

EASE OF OPERATION AND LOWEST OPERATIONAL COSTS

By using traditional VSAT systems for large networks, your operational costs can contribute significantly to the total cost of service. Because the SurfBeam system is based on DOCSIS standards, it includes key features that allow you to minimize operational costs while adding valuable operational features. With the SurfBeam integrated operations support system (OSS) and business support system (BSS), you get highly automated provisioning of subscribers and services, a rich set of network, service, and customer management tools architected for large networks, Virtual Network Operator (VNO) support using a common infrastructure, and optional support for billing, trouble tickets, and more.

EXCELLENT CUSTOMER EXPERIENCE

Low capital and operating costs are meaningless without satisfied subscribers. That's why the SurfBeam system incorporates DOCSIS-based services with innovative technology that enhances the total user experience. AcceleNet® compression technology increases speed and performance to optimize web browsing and other web-centric applications. From Internet access to VoIP and video over IP, the SurfBeam system provides an unparalleled level of performance for high-bandwidth applications.

UNMATCHED EXPERTISE IN SATELLITE BROADBAND

ViaSat extends fast, efficient, and secure communications to people at the far reaches of information networks. At the edge is where wired networks just can't deliver what you need. Our project experience extends to virtually every satellite broadband system in the world. And our production experience includes hundreds of thousands of terminals—climbing towards 1 million—making us far and away the leading technology provider for Ka-band. In addition, ViaSat is working to transform satellite broadband with ViaSat-1, expected to be the world's largest capacity broadband satellite.

In addition to satellites and ground system technology, our technical staff focuses on this challenge from many other angles. Data processing and acceleration techniques, more efficient antenna technologies, creative waveforms, adapting open standards, and software-driven products all give customers the ability to do more with less bandwidth.

When you need to connect people at the edge of the network, ViaSat networks bring you more efficiency and bandwidth capacity so you can expand your network reach, enable your customers to do more with the network, and create new opportunities for you and your customers.

Complementing our technical expertise, our strong business organization can plan, develop, and execute programs on a scale that we could not just a few years ago. We bring you an unmatched combination of technical and business innovation, award-winning schedule/quality performance, and a commitment to the overall success of these ventures. That also enables us to attract the brightest new talent who want to take on cutting-edge, complex projects.
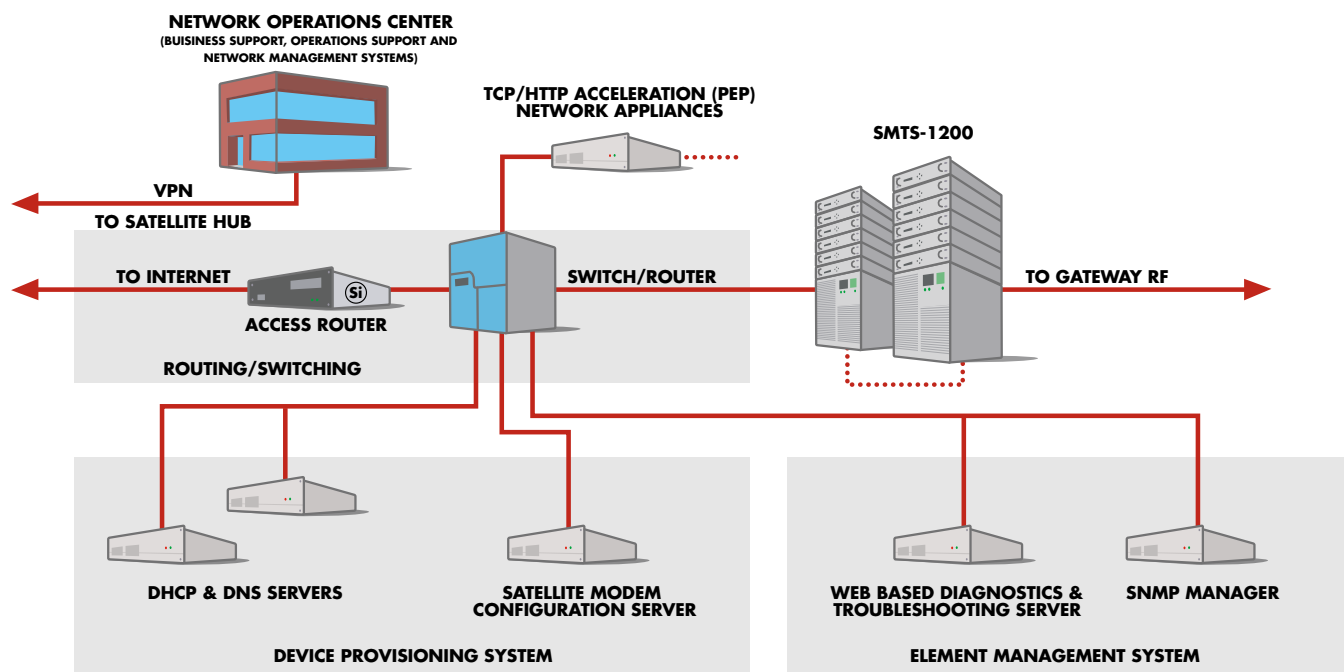
APPLICATIONS

- SurfBeam Applications
- High-speed Internet access
- Software-as-a-Service (SaaS)
- Video and Voice-over-IP
- High bandwidth file transfer
- IP Multicast
- For Consumer, Small-Office Home-Office (SOHO) or Small-Medium Enterprise (SME)

DOCSIS™ 1.1 STANDARD BASED

- Subscriber terminals based on high volume cable modem chipset
- Mature infrastructure products available
- High availability, low-cost Satellite Modem Termination System (SMTS) cable headend architecture
- Integration with off-the-shelf Operations and Business Support Systems

SURFBEAM NET DIAGRAM

NETWORK OPERATIONS CENTER
(BUISNESS SUPPORT, OPERATIONS SUPPORT AND
NETWORK MANAGEMENT SYSTEMS)

**TCP/HTTP ACCELERATION (PEP)
NETWORK APPLIANCES**

SMTS-1200

VPN

TO SATELLITE HUB

TO INTERNET

ACCESS ROUTER

SWITCH/ROUTER

TO GATEWAY RF

ROUTING/SWITCHING

DHCP & DNS SERVERS

SATELLITE MODEM
CONFIGURATION SERVER

WEB BASED DIAGNOSTICS &
TROUBLESHOOTING SERVER

SNMP MANAGER

DEVICE PROVISIONING SYSTEM

ELEMENT MANAGEMENT SYSTEM

SYSTEM COMPONENTS

SUBSCRIBER TERMINAL – AT THE CUSTOMER PREMISES

The Outdoor Unit (ODU) is similar to a Direct-To-Home (DTH) satellite television dish, but with integrated transmit capabilities. It includes a compact satellite reflector and feed, transmit and receive electronics, and an associated mounting kit to affix the unit to your customer's home, office, or enterprise.

The Indoor Unit (IDU) is just 23 x 23 x 3.8 cm (9 x 9 x 1.5 in) – comparable in size and function to a desktop ADSL or cable modem – with a sleek design that fits with other modern personal computing and telecommunications equipment. It interfaces to your customer's computer or home/enterprise network via a standard Ethernet connection. The IDU may be oriented on the user's desktop either horizontally or vertically to preserve desk space. Two cables connect the indoor and outdoor units.

- Low-cost broadband satellite modem
- Always-on high-speed connections
- Adaptive Coding and Modulation (ACM) on the forward link – high- availability without through put loss
- Rate-adaptable return link
- Built-in authentication and data security
- Acceleration for web-centric applications
- Advanced Quality of Service (QoS) at the network traffic level
- 10/100 Mbps Ethernet and optional wireless LAN (WiFi)
- Standards-based remote management monitor and control

SMTS-1200 – AT YOUR SATELLITE HUB/GATEWAY(S)

Based on a state-of-the-art cable modem termination system (CMTS), this carrier-class edge device manages and controls traffic between satellite network subscribers and the satellite gateway routers and servers. Each SMTS routes more than 42 million packets per second, while managing 16,000 simultaneous traffic flows per satellite interface.

NETWORK MANAGEMENT SYSTEM (NMS) – AT YOUR SATELLITE GATEWAY AND NETWORK OPERATIONS CENTER (NOC)

Thanks to its solid proven architecture and DOCSIS foundation, the SurfBeam NMS offers the industry's most complete turnkey system for managing your broadband satellite network. You can centrally monitor and control all aspects of the SurfBeam system through the NMS. With complete integration of your front- and back-office systems, you also get supporting functions such as systems diagnostics, network performance monitoring, and virtual network operation (VNO).

OPERATIONS AND BUSINESS SUPPORT SYSTEM (OSS/BSS) – AT YOUR SATELLITE NOC

With the integrated SurfBeam OSS/BSS, you get a sophisticated suite of tools to allow efficient and effective customer care and management, in addition to support at the network operator level, reseller level, and user level. Tools include a Reseller and Customer pPortals, subscriber service management, billing services, and comprehensive reporting capabilities, billing services, and subscriber database.

Redundancy of all mission-critical service elements is designed into the basic gateway architecture. The satellite hub/gateway(s) can be unmanned, with the NOC residing in a separate location.

You Can be Confident with ViaSat as Your Partner

ViaSat has been an innovator and leading supplier of state-of-the-art satellite terminals and networks since its inception in 1986. We bring together the right products, technologies and system engineering expertise to help make your broadband Internet service a commercial success. Revenues reached $575 million during the past year, ranking us among the *Space News Technology* "Top 50 Space Companies". We have also received national recognition for our record of growth and stability from *INC, Business 2.0, Forbes, Fortune, Red Herring,* and *BusinessWeek*. ViaSat employs more than 1,900 people, including eight regional offices worldwide.

CONTACT

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Mobile Broadband: Aviation, Maritime, and Mass Transit

Our FCC-approved mobile broadband service provides you with higher speeds and lower costs. You'll find a number of advantages over other mobile satellite services that bill themselves as broadband:

- **Lower cost-per-bit** because there's more system capacity: your transmission charges reduced by a factor of 5 to 10 compared with alternative services
- **Very small antennas** that fit the low profile, low weight and low cost requirements of mobile
- **Megabit speeds** comparable to cable modem or DSL service, rather than just a few hundred kilobits per second
- **Quicker response** (lower latency) because of random access availability of the channel
- **Roll out quickly** with no terrestrial infrastructure required, unlike EV-DO or WiMaxx
- **No cabin wiring**: creates an in-cabin wireless hot spot

Growing global coverage and satellite technology deliver seamless, economical, true broadband virutally anywhere.

YONDER™ BROADBAND SERVICES

Our service area coverage is expanding, with global coverage planned for early next year. Click on the small map here to see a larger airborne broadband coverage map for Yonder service.

Service Provisioning

Our retail channel partners can bring you airborne or maritime service:

- **Satcom Direct** for global in-flight broadband for business jets at download rates as fast as 3 Mbps and data transmission rates as fast as 512 kbps
- **KVH Industries** mini-VSAT maritime service to a 24" marine terminal at download rates as fast as 2 Mbps and data transmission rates as fast as 512 kbps

Terminal Installation

Our re-sellers are certified for all avionics installations and modifications:

- **Innotech Aviation** - Montreal, Canada
- **Lufthansa Technik** - Europe - Asia Pacific - USA
- **Midcoast Aviation** - St. Louis Downtown Airport, Cahokia, IL, USA
- **Savannah Air Center** - Savannah, Georgia, USA

TECHNOLOGY MAKES THE DIFFERENCE

ViaSat advanced modem technology overcomes the challenge of getting high-speed data to moving platforms by enabling use of a low-cost, very small antenna that mimics a larger antenna aperture. The system co-exists with other services using the same frequency bands, maintains sufficient capacity for large numbers of network members, and eliminates blocked signals caused by line-of-sight (even helicopter blade) obstructions. And patented PCMA (Paired Carrier Multiple Access) enables essentially free return links using the same bandwidth as the broadcast signal to the plane, vessel or vehicle. Imagine the savings.

DATA SHEET

Airborne Yonder Brochure (1.44 MB)

Airborne Broadband VMT-1500 (834.82 KB)

HOW TO BUY

We're ready to answer your questions.

Contact:

Bill Sullivan
+1 760-476-2439
Mobile broadband systems

SUPPORT NOTES

Read a Mobile Satellite Broadband Case Study

Recent Articles

The New York Times: A Wider Wi-Fi Stream on Domestic Flights

KVH Augments Mini-VSAT Broadband Capacity to More Than 500 Percent (North America Region)

KVH mini-VSAT Broadband Coverage for Internet and Voice Soon to Include Brazil

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WILDBLUE. High-speed Internet. Out of the blue.®

About WildBlue

WildBlue's Mission Is To Make Affordable Broadband Internet Access Available To Everyone.

WildBlue delivers affordable two-way broadband Internet access via satellite to virtually any home and small business in small cities and rural America. WildBlue uses a 26-inch satellite minidish equipped with both a transmitter and receiver for two-way satellite connectivity to the Internet. WildBlue service does not require cable or phone lines. It is accessible to virtually every home and small business in the contiguous U.S., including the estimated 20-25 million homes and small offices that are not wired for terrestrial (DSL or cable modem) service.

WildBlue's approach is based on next generation, two-way wireless Ka-band spot beam satellite technology, which lowers the cost of providing high bandwidth access to the Internet. WildBlue uses industry standard technology in its consumer premise equipment. The resulting low cost structure enables an affordably priced high-speed Internet service that is available across the country.

WildBlue's core service offers homes and small offices/home offices (SOHO) an Internet connection that is easy to use, reliable, always on, and significantly faster than standard dial-up service. WildBlue Internet service for consumers includes typical Internet Service Provider features (email, web space, etc.). It opens up a window to a world of rich content that is largely unavailable through dial-up service and largely unavailable in areas unserved by cable modem or DSL service. With WildBlue, for example, consumers can download a movie on demand, attend University courses hundreds of miles away or quickly email a family photo. Though these services are familiar to some, 20-25 million homes and small offices across the country cannot access high-speed internet services because the technology has not reached them…until now.

- -

WILDBLUE SUMMARY OVERVIEW

Service

Analysts estimate that approximately 11 million U.S. homes don't have access to high speed Internet.

WildBlue provides an always-on, broadband Internet service that is comparable to DSL services, and can have file download speeds that are up to 30 times faster than Internet access via dial-up modem.

WildBlue uses a small satellite dish equipped with both a satellite transmitter and receiver for two-way satellite connectivity to the Internet. No phone lines or cable lines are needed to receive WildBlue's service.

The WildBlue service primarily targets customers living in small towns and rural America.

Technology

WildBlue uses Ka-band "spot beam" satellites to allow multiple re-use of the same frequency, providing higher capacity at lower cost compared to other available satellite systems.

WildBlue launched its service aboard the U.S. capacity of Telesat's Anik F2 satellite launched in July 2004. WildBlue-1, WildBlue's second satellite, was built by Space Systems / Loral and went into service in early 2007. In August 2009, WildBlue activated service on a third satellite, AMC-15. In late 2010, ViaSat-1 is scheduled to launch, and will deliver next generation broadband services to customers in North America.

Press releases

- -

WildBlue now a subsidiary of ViaSat, Inc.

- ViaSat Completes Acquisition of WildBlue Communications
- What does this mean for WildBlue customers?
- Watch the video about ViaSat's upcoming next-generation broadband satellite, ViaSat-1 (YouTube)

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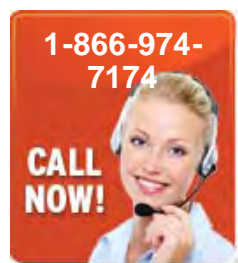©2004-2010 WildBlue Communications, Inc. A ViaSat Company. All rights reserved. Terms & Conditions | Privacy Policy

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Testimonials

Detailed package comparison chart

CHOOSE THE BEST PACKAGE FOR YOUR HOME, HOME OFFICE OR SMALL BUSINESS.

PACKAGES	VALUE	SELECT	PRO
Features	Great for Internet users who email frequently and visit the web for information and news.	Ideal for frequent email use, heavy web surfing, music downloads, online shopping, and sharing photos.	Recommended for families and professionals with multiple computers in simultaneous use. Great for downloading music, videos or sending and receiving larger files.
Download Speed	up to 512 Kbps	up to 1.0 Mbps	up to 1.5 Mbps
Upload Speed	up to 128 Kbps	up to 200 Kbps	up to 256 Kbps
Email Addresses Powered by Google — more than 7GB each	5 email addresses	5 email addresses	10 email addresses
Spam & Virus Filtering	Included	Included	Included
Thresholds*	7,500 MB download 2,300 MB upload	12,000 MB download 3,000 MB upload	17,000 MB download 5,000 MB upload
24/7 Technical Support	Included	Included	Included
Equipment Limited Warranty Learn more	Included	Included	Included
Anti-Virus / Anti-Spyware Software	Free during your first 12 months of WildBlue service ($2.95/month thereafter).		
WildBlue.net Portal	Your WildBlue.net home page will bring you a mix of news, weather, sports, and entertainment, plus powerful features that you can customize, all brought to you through a single web page powered by Google. You'll have access to more than 2,000 Google Gadgets that you can add to your customized home page.		
Dial-up Access (optional)	10-hour package of remote-access dial-up for $7.95/month.		

Sign Up for WildBlue Today

For Business
& Government

WildBlue customers are required to sign the WildBlue Customer Agreement, must have a PC that meets our Minimum System Requirements, and are subject to the WildBlue Fair Access Policy and Acceptable Use Policy. These packages and pricing are offered by participating retailers only.

*A "threshold" is the amount of data that you can upload or download in a 30-day period before WildBlue's Fair Access Policy may reduce your speeds. Typically these thresholds affect less than 3% of our customers and help ensure optimum performance for all WildBlue customers.

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For Business & Government

Enterprise Solutions for business & government

WildBlue Enterprise Solutions™ offers enterprise class high speed, two-way wireless satellite-delivered products and services to the business customer.

What is the difference between WildBlue Enterprise Solutions business class plans and WildBlue consumer plans?
Business customers demand the highest levels of product performance and customer service. WildBlue Enterprise Solutions service plans are optimized for the business customer. With extensive experience and knowledge about your industry, WildBlue VARs offer network design, enterprise installation management, customer service and other value-added services expected from business customers.

WHY WILDBLUE ENTERPRISE SOLUTIONS?

Affordable - WildBlue Enterprise Solutions delivers broadband Internet services at low monthly prices, and a low up-front cost for equipment and installation.

Fast - WildBlue Enterprise Solutions provides faster speeds for the business critical applications you need to run your business.

Flexible - WildBlue Enterprise Solutions allows you to select the service plan to fit your unique business needs. You can also increase or decrease your speeds using the same equipment.

Scalable - WildBlue Enterprise Solutions allows you to seamlessly increase users and locations all on one reliable platform.

National, Single Provider - WildBlue Enterprise Solutions provides broadband service to virtually any business location in the continental US by a single provider with a large, certified, professional installation network nationwide.

Please contact the WildBlue Value Added Resellers below to provide you with a customized broadband solution to meet your enterprise needs:

NRTC WildBlue Business Solutions providers are a network of rural electric and telephone companies located across the continental United States. The Network offers the value-added services your business needs to operate and thrive in rural communities.

(866) 646-2583

Addsat, a National Enterprise service provider, specializes in the Commercial Retail, Auto, Oil, Finance, Hotel and Lottery markets, providing economical IP Based communications, remote video security and disaster recovery services through out the united States.

(800) 759-8866

Based outside of Denver Colorado since 1997, **AtContact Communications** provides secure, cost effective satellite, multimedia and Internet communications services throughout the United States. Our company specializes in developing rural broadband initiatives such as Distance Learning and Renewable Energy projects; communication solutions for the Utility, Energy and Defense industries, along with providing enabling technology solutions for the digital transmission of media applications.

(866) 324-5608

August West Enterprise Solutions, based in Colorado, provides a single-source solution combining satellite broadband services with NTN Gaming, Satellite TV, and Audio/Visual Distribution Systems for the restaurant/hospitality industry. In addition, we offer bundled Computer IT Solutions and Support for telecommuters, architectural/engineering, insurance, real estate, and other industries that require business-class bandwidth, performance, and customer support.

(877) 947-3832

Blacksheep Enterprise Solutions – based in California, serves the government and small to medium retail, manufacturing, industrial and services business sectors. Specializing in alternate/redundant connectivity for corporate clients, wifi hotspots, and turnkey solutions, Blacksheep provides the state-of-the-art WildBlue platform for cost effective business class connectivity throughout the continental United States.

(877) 882-4309

Broad Sky Networks offers multiple business class satellite, 3G/ 4G and T1 Internet service and installation nationwide. From a single tele-worker to the largest enterprise clients, we can offer services anywhere that support IPSec VPNs and VoIP services at very cost effective prices. Our WildBlue Enterprise prices are the most competitive but you'll appreciate our great service more. Please call or email for a free quote.

(877) 291-9575 · sales@broadskynetworks.net

Combined Resource Group, based in Albuquerque NM, supplies Wildblue Enterprise services to the business, governmental, and scientific communities for cost effective broadband connectivity nationwide. CRG provides fixed position and mobile broadband solutions, computer network integration, Wifi, and remote monitoring applications.

(505) 323-7458

Dove Digital Services, based in Louisiana with branch offices in Illinois, provides nationwide installation and support services to enterprise customers, small businesses, and residential customers. The WildBlue platform provides solid, affordable, fast and scalable Internet access for your mission critical business operations.

(866) 354-3683

ESS — Enterprise Satellite Solutions, based in Phoenix, Arizona, is as an industry leader of managed turnkey, wide-area networking services to retail, commercial, industrial, and governmental customers with mission-critical networking requirements.

(760) 471-8045

Internet Technology Solutions (ITS) offers the full range of WildBlue Enterprise Solutions for primary, backup and data applications. ITS provides help desk support during normal business hours with on-call support 7 days a week. In partnership with associated Dealers across the country, ITS provides timely and professional installation and support services. ITS is based in Centennial, Colorado.

(888) 317-8020 · internettechnologysolutions@comcast.net

M2M Data Corporation, based in Englewood, Colorado, serves the energy market including the following verticals; Natural Gas (EFM and Compressor Monitoring), Oil, Utilities, Water and Waste Water and Power Generation with proprietary remote monitoring applications.

(303) 768-0064

NomadISP provides wireless internet for the outdoor recreational industry.

(877) 254-6672
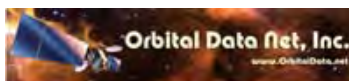
Orbital Data Net, Inc., based in Columbia, Missouri, specializes in mobile emergency operation centers, corporate network backup (Business Continuity of Services) for banking and other entities, corporate and governmental tele-commuters (specialized VPN into data centers), Internet for remote communities, military communications, SCADA and video surveillance.

(573) 445-8101

QuickDraw Networks based in the wine country of Central California offers business and government of all sizes satellite solutions for remote broadband, wireless internet, redundancy, remote monitoring, digital signage, telecommuting, retail, television and point of sale. QuickDraw Networks offers business class service on a local or national scale with

cost effective solutions.

(866) 461-3030 · info@quickdrawnetworks.com

Amtech, based in Virginia, provides nationwide service, and is experienced in multi-site businesses such as oil & gas, financial, convenience stores, and restaurants.

(800) 681-0924

Next Generation Technology for the Business Customer
WildBlue is the first commercial service provider to dramatically lower the cost of high-speed Internet via satellite using Ka-band spot beam satellite technology.

The Best Price-to-Performance Ratio in the Satellite Industry
WildBlue offers our Enterprise Solutions broadband Internet service at download speeds of up to 1.5Mbps and upload speeds of up to 256Kbps at prices significantly lower than currently available in the Enterprise market.

Low Up-front Investment in Equipment and Installation
WildBlue Enterprise Solutions service offers the lowest cost equipment by leveraging the proven cable modem networking standard DOCSIS (Data Over Cable Service Interface Specification). WildBlue has developed a platform that lowers the cost of consumer terminals, reduces satellite bandwidth requirements, enables easy customer provisioning, and provides reliable customer service and network support tools.

Market Segments Serviced by WildBlue Include:

- Small and Medium Enterprises (SMEs)
- Telecommuters
- Industries, such as Retail, Financial, Telemedicine, Education
- Energy
- Remote Monitoring or SCADA
- Federal, State and Local Government Agencies
- Disaster Recovery and Homeland Security
- And many more!

An Enterprise-Class, Nationwide Installation Network
With WildBlue Enterprise Solutions you get a professional, enterprise-class nationwide installer network which allows you to quickly connect your business locations across the continental U.S.

Putting the "Value" Back in "Value-Added Resellers"
WildBlue has developed a network of nationwide Value-Added Resellers (VARs) to offer the WildBlue service. With extensive experience and knowledge about your industry, WildBlue's VARs handle the sales, installation and customer care of your WildBlue service with the quality expected by Enterprise customers.

Frequently Asked Questions

What is WildBlue Enterprise Solutions?
WildBlue is the first broadband Internet service provider to offer a commercial service using Ka-band spot beam satellite technology that dramatically lowers the cost of high-speed Internet via satellite.

How fast is the service?
WildBlue offers its WildBlue Enterprise Solutions broadband Internet service at download speeds of up to 1.5Mbps and upload speeds of up to 256Kbps.

What is the difference between WildBlue Enterprise Solutions business class plans and WildBlue consumer plans?
Business customers demand the highest levels of product performance and customer service. WildBlue

Enterprise Solutions service plans are optimized for the business customer. With extensive experience and knowledge about your industry, WildBlue VARs offer network design, enterprise installation management, customer service and other value-added services expected from business customers.

How do I purchase WildBlue Enterprise Solutions for my business?
WildBlue has developed a Value-Added Reseller (VAR) network to offer WildBlue's equipment and high speed Internet service to enterprise customers. VARs handle the sales, installation and customer care of your WildBlue service.

Who installs my new WildBlue Enterprise Solutions service?
Our VAR network handles the sales, installation and customer care of your WildBlue service.

When is satellite-provided Internet connectivity not the best choice?
Satellite-delivered Internet may not be your best choice in situations involving high latency-sensitive applications. For example, certain VPN technologies are not compatible with satellite acceleration technologies. VoIP is currently not supported by WildBlue.

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WildBlue Customers: Email | WildBlue.net Home | Account Management | Forums | Help | **Support:** **1-866-905-6768**

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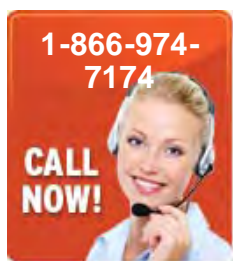
WEBSITE AGREEMENTS & POLICIES

Website Terms & Conditions

Website Privacy Policy

SUBSCRIBER AGREEMENTS & POLICIES

Customer Agreement

Subscriber Privacy Policy (PDF)

Fair Access Policy (PDF)

Acceptable Use Policy

Limited Warranty

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Speed Disclaimer

WildBlue speed tiers range from 512 Kbps to 1.5 Mbps download speed (maximum upload speed from 128 Kbps to 256 Kbps respectively). The speed tier received and pricing will vary depending upon the service plan selected by the customer. Speed comparisons are for file transfer downloads only and are compared to 42 Kbps dial-up. Actual speeds may vary and are not guaranteed. Many factors affect speed.

Current Promotion + Free Standard Installation

Click here to see our current offer. This offer is valid only for new customers whose service is installed in an active, servicable WildBlue beam. New WildBlue residential or small office customers who place an order for WildBlue service are eligible to receive FREE Standard Installation. Offer available only to new WildBlue customers. Regular upfront fee is $149.95 plus shipping and handling and prorated service fee for the first partial month of service, taxes and any additional fees that apply. Additional fees may apply if work is required outside of a standard installation. Visit www.wildblue.com and enter your ZIP code to check for service availability. Requires a clear view of the southern sky. Use of the WildBlue service is subject to data transmission limits measured on a 30-day rolling basis as described in the Fair Access Policy. Taxes and monthly service fees apply. Minimum commitment term is 24 months. Equipment must be returned upon cancellation of service, otherwise unreturned equipment fees will apply. Equipment lease fee is $5.95 per month, unless prepaid option is selected. All offers are for a limited time and may be changed or withdrawn at any time. For complete details and the Fair Access Policy visit www.wildblue.com/legal. Offer valid in select areas that are currently serviceable by WildBlue. Offer may be withdrawn at any time and is offered by participating retailers only. View additional terms and conditions.

A Standard Installation includes the following:

- Professional standard installation of WildBlue CPE by a Certified Installer
- Travel to and from subscriber location within 50 miles of installer office
- Up to 100 foot of RG-6 cable from antenna to modem
- Cable routed through one exterior wall and one interior wall or floor
- Minimum service term is 24 months
- WildBlue modem connected to one computer. Multiple PC's and wireless routers are not included in a standard installation.

*Non-standard installations may result in additional charges. Please confirm with the premise technician that your installation will be standard **prior** to allowing the technician to start work. If your installation is non-standard, any additional charges must be agreed upon between subscriber and premise technician prior to beginning work. If you have ordered from WildBlue directly the equipment for your service comes directly to you from our warehouses. If you cancel the order before installation, you will be charged a $50 restocking fee plus taxes.*

Free AntiVirus/AntiSpyware Software

Free AntiVirus/AntiSpyware software offer good for one PC per subscriber for the first year of service. AntiVirus/AntiSpyware software powered by F-Secure. By installing and activating the F-Secure AntiVirus software, you agree to all terms and conditions applicable to the software. The first 12 months of service are free. If you do not cancel by the end of your free year, a charge of $2.95 per month will be added to your

Testimonials

For Business & Government

WildBlue monthly bill. You may cancel your F-Secure subscription at any time. Please see your WildBlue Customer Agreement for additional details. Software is not available for Macintosh.
End Date: One year from the date of installation of the WildBlue service.

About Our Distribution Network
Depending on the distributor you select, your WildBlue service may be provided directly by WildBlue or through an authorized retailer. The packages, promotions and terms of sale shown on this website are available to all customers who contract directly with WildBlue.

If you receive your service through a WildBlue retailer, the retailer may not participate in all packages, promotions and other terms of sale shown on this website. You will be billed directly by the authorized retailer and your customer agreement will be with the retailer listed under the contact information on your agreement. The terms of your agreement with the retailer may be different than the Customer Agreement on this website. In all cases, however, the Fair Access Policy and Acceptable Use Policy will apply to use of the WildBlue service.

Please ask your retailer if your contract will be with WildBlue or the retailer when you inquire about receiving WildBlue service. We want you to have the best experience possible and understand all facts about the terms of agreement and service prior to receiving WildBlue internet service.

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